

TENDRING DISTRICT COUNCIL

JOB DESCRIPTION

Job Title: CTB Communications Support **Post No:** 40001249
Service: Legal and Governance **Grade:** 3 to 5
Reports to: Corporate Communications Manager

1 JOB PURPOSE

To provide communications support to the Clacton Town Board and Plan for Neighbourhoods project in order to deliver an efficient and effective customer focused service that meets the responsibilities of the Board and helps to achieve the objectives set out in the Town Board vision and investment plans.

2 JOB ACTIVITIES

- 2.1 Create visual communications as part of the Communications Strategy, including video content; as well as supporting others to create content.
- 2.2 Manage end-to-end key internal communications and engagement channels.
- 2.3 Take a lead role, working alongside the Corporate Communications Manager, in developing and maintaining the Town Board's social media channels.
- 2.4 To provide an efficient and effective support and administration service to the department including:
 - Undertaking or assisting with administration functions in support of the role of the department.
 - Providing a pooled flexible resource that responds to specific areas of need within the department as they arise.
 - To respond and assist with face to face, written, telephone and emailed general enquiries from other departments, councillors, service users and the public.

The complexity of work assigned to the post holder will be determined by their level of experience. The post holder may be required to work in, or undertake work for, other departments as operational needs dictate.

- 2.5 To establish and maintain a good general knowledge of all the different facets of the Town Board and wider regeneration work in order to respond to customer queries.
- 2.6 To provide some supervision and support for apprentices within the team.
- 2.7 To maintain website, online forms and intranet pages, reviewing and updating and publishing content as necessary.
- 2.8 To collate statistical information and support the creation of performance/project reports.
- 2.9 To contribute to the improvement of service delivery.
- 2.10 Such other duties as may be required by the Council from time to time

3 CORPORATE RESPONSIBILITIES

- Must achieve good performance on relevant performance indicators both local and statutory, and ensure that all employees understand the aims and objectives of the service, and are able to maximise potential and achievement.
- Must ensure that employees can relate their work to the Council's overall corporate strategy and priorities.
- You are required to adhere to the Council's HR and ICT policies, procedures and schemes, including E Mail, Internet, Intranet, IT Monitoring, ICT Security, Records Management and Retention as well as financial and contract regulations, delegated powers, the Data Protection Act and the Freedom of Information Act.
- Must maintain high quality corporate and service standards and best practice as required.

4 SPECIAL CONDITIONS

- This post is politically restricted within the meaning of the Local Government and Housing Act 1998.
- You may be required to attend evening meetings.
- You must keep up to date with and implement any changes insofar as they apply to your role be they new or amended legal requirements, internal and external policies or any Council or delegated decisions.
- You must keep up to date with and implement any changes insofar as they apply to your role be they new or amended legal requirements, internal and external policies or any Council or delegated decisions.

TENDRING DISTRICT COUNCIL

PERSON SPECIFICATION

Job Title: CTB Communications Support

Post No: 40001249

It will help the assessment of your application if you ensure it addresses each of the requirements set out in this document.

PROFESSIONAL & TECHNICAL DEVELOPMENT

- GCSE (A* - C / 9 - 4) English Language and Mathematics or equivalent
- Knowledge and experience of the application of ICT systems to deliver business solutions particularly word processing, spreadsheets, databases, desktop systems, web, online forms and intranet software (a Level 2 IT qualification would be an advantage)
- NVQ 2/3 Customer Service or Business Administration would be an advantage
- CAA Flyer ID and/or relevant drone qualification would be an advantage
- CIPR Foundation or Professional PR Certificate, or relevant experience.

COMPETENCY REQUIREMENTS

The following competencies will be used in making the initial selection decision:

1.1 Deciding and Initiating Action

- a) Makes prompt, clear decisions which may involve tough choices or considered risks
- b) Takes responsibility for actions, projects and people
- c) Takes initiative, acts with confidence and works under own direction
- d) Initiates and generates activity.

3.1 Relating and Networking

- a) Establishes good relationships with customers and staff
- b) Builds wide and effective networks of contacts inside and outside the organisation
- c) Relates well to people at all levels
- d) Manages conflict
- e) Uses humour appropriately to enhance relationships with others.

4.1 Writing and Reporting

- a) Writes clearly, succinctly and correctly
- b) Writes convincingly in a engaging and expressive manner
- c) Avoids the unnecessary use of jargon or complicated language
- d) Writes in a well-structured and logical way
- e) Structures information to meet the needs and understanding of the intended audience.

4.2 Applying Expertise and Technology

- a) Applies specialist and detailed technical expertise
- b) Develops job knowledge and expertise (theoretical and practical) through continual professional development
- c) Shares expertise and knowledge with others
- d) Uses technology to achieve work objectives
- e) Demonstrates appropriate physical co-ordination and endurance, manual skill, spatial awareness and dexterity
- f) Demonstrates an understanding of different organisational departments and functions.

9.1 Professional and Technical Development

- a) Undertakes personal development through gaining relevant planned experience
- b) Obtains the qualifications required for the job
- c) Conducts continuous professional (or technical) development
- d) Maintains an awareness of similar roles in other organisations
- e) Engages positively with the MDPP process.

Applicants should note that the above competencies are part of the Council's Universal Competencies Framework and there will be other competencies relevant to this role which will be used in the on-going appraisal of the person appointed.