Communications Support Officer

Department: Office of Philanthropic Partnerships and Alumni
Hours of work: Full time | 37 hours per week
Contract type: Fixed term for 18 months
Salary: Grade 4 | £24,285 - £27,131 per week
Main purpose of the role

Working in the Communications Team, you will work with three Officers and the Communications Manager to support the delivery of communications activity for the Office of Philanthropic Partnerships and Alumni. You will undertake communications tasks across social media, website and email platforms and proactively contribute to communications projects and plans.

Key responsibilities

(Role holders will be required to undertake some or all of the duties below)

1. **Role Specific Responsibilities**
   - Producing and maintaining web content working on the CMS Terminal 4
   - Producing and uploading content on social media platforms
   - Producing emails via Mailchimp, using pre-existing templates, designing layout, editing images and editing content.
   - Content gathering for projects and communications activity
   - Organisation of photoshoots
   - Produce and manage formstack forms
   - Maintaining a stock of OPPA-related publications
   - Provide general administrative support to the communications team as required

2. **University of York Responsibilities for Grade 4**

Service and Operational Delivery

- Use initiative to resolve queries that generally have a readily available answer by reference to policy, past experience and/or where some discretion can be applied.
- Share knowledge with colleagues and others to enable effective service or operational delivery.
- Proactively anticipate, explore and respond to customer needs and, when appropriate, propose solutions to resolve service or operational issues.
- Provide guidance and advice to resolve problems and queries for a broad range of customers.
- Make effective use of digital solutions to carry out operational activity and highlight opportunities for further efficiencies.
- Provide effective administrative support to the wider department as required. This may include the coordination of diaries, arranging and servicing meetings, filtering enquiries, drafting and preparation of documentation and organisation of travel and events.

Continuous Improvement

- Contribute to the ongoing improvement, development and implementation of University processes and systems.
- Advise others and make recommendations into work processes and procedures for consideration by senior management to improve services.
- Proactively identify opportunities for building new personal knowledge and skills.

Specialist Contribution

- Act as a more knowledgeable team member to resolve non-standard or complex queries or advise
when to escalate.
- Record data and information accurately
- Analyse, manipulate and interpret information/data and use it to produce reports for distribution to key stakeholders in the process or service.
- Carry out basic analysis and research to inform decision making.

Collaboration and Communication
- Work collaboratively, proactively and flexibly with team members to ensure the smooth running of service and operational delivery.
- Collaborate with team members to anticipate and implement service improvements or alterations.
- Proactively and reactively liaise with contacts and participate in networks and communities internally and possibly externally, contributing to effective collaborative working.
- Act as a supportive and encouraging member of a team, including contributing to the training and induction of colleagues or new staff.

Governance and Oversight
- Apply knowledge of procedures and policy to processes; check and reconcile anomalies within data and information.
- Monitor and evaluate service delivery to ensure compliance with regulatory and professional procedures and standards.
- Monitor data accuracy checks to identify anomalies and ensure the integrity of data and information.

Planning and Organisation
- Plan and organise own workload, including possible project delivery.
- Organise and schedule resources, activities and events.
- Identify priorities and monitor processes and activities to ensure success.

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake others duties within the scope and grading of the post.
### Person specification

<table>
<thead>
<tr>
<th>Role Specific</th>
<th>Essential / Desirable</th>
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</thead>
<tbody>
<tr>
<td>Communications or Marketing degree or qualification</td>
<td>Desirable</td>
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<tr>
<td>Knowledge of social media</td>
<td>Essential</td>
</tr>
<tr>
<td>Knowledge of website platforms</td>
<td>Essential</td>
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<tr>
<td>Knowledge of or experience using Adobe Photoshop</td>
<td>Desirable</td>
</tr>
<tr>
<td>Confident on digital platforms and/or learning new systems</td>
<td>Essential</td>
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<tr>
<td>Some aspect of website, social media or email marketing work</td>
<td>Essential</td>
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<tr>
<td>Creative with a can-do attitude, eagerness to contribute ideas and learn new things.</td>
<td>Essential</td>
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<tr>
<td>Working in a role in a busy office within a large/complex organisation</td>
<td>Desirable</td>
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<tr>
<td>Able to input and extract data from databases/spreadsheets and prepare standard reports</td>
<td>Essential</td>
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### Qualifications:

Level 2 qualification including Maths and English. (Qualifications at this level include five GCSEs at grade A*-C/ grade 4-9. Please [view the full list](#). We also welcome applicants with equivalent non-uk qualifications or equivalent professional experience.

### Skills - demonstrates the ability to:

- Accurately record, analyse, interpret and report information/data
- Use digital technologies including Google applications and/or Microsoft Office
- Communicate effectively in verbal and written formats
- Organise activities and resources

### Behaviours:

- Works collaboratively with others
- Delivers a quality service
- Develops self and others
- Actively champions respect, inclusivity, equality and diversity
- Identifies and implements continuous improvement