Communications Assistant

Department: Stockholm Environment Institute, Environment and Geography

Hours of work: Full-time, 37 hours per week

Contract type: 12 months fixed term

Salary: Grade 4, £24,285 - £27,131 per year
Main purpose of the role

The role of the SEI York Centre Communications Assistant is to support the Communications Manager and Communications Specialists on project and Centre-level communications. You will deliver a responsive and timely service, including creating, reviewing and coordinating content for our newsletters, intranet, websites and social media channels. A significant part of your role will be supporting the Communication Specialists on project communication activities. This could involve supporting 5 - 10 projects at any one time.

You will take the communication policies, procedures and platforms of both organisations into account. Communications Assistants are expected to attend and contribute to key institutional meetings on a regular basis such as staff meetings, editorial meetings and research meetings, when appropriate.

Key responsibilities

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

1. Role Specific Responsibilities

• Create simple content for the SEI intranet and relevant internal and external newsletters, including leading on the bi-monthly creation and distribution of the SEI York Centre Newsletter.
• Support the Communications Manager and Communications Specialists in the creation of webpages and social media content, following editorial and visual guidelines.
• Identify high-quality photographs and graphics as and when required in line with visual identity and guidelines.
• Using SEI’s and the University’s Web CMS, regularly and independently update the SEI and University of York website.
• Create staff profiles for new starters, following a set template.
• Promote new vacancies through relevant channels.
• Contribute to reporting mechanisms as required e.g. publications/media coverage lists.
• Deliver tasks within specified, often strict timeframes.
• Delivered ad hoc requests at a Centre-level as requested by the Communications Manager e.g. organising photoshoots for new staff, updating office posters.
• Proactively identify training and development needs to fulfil aspects of the role as they arise.

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.
# Person specification

## Role Specific

<table>
<thead>
<tr>
<th>Description</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>A science or communications undergraduate degree or equivalent professional experience.</td>
<td>Essential</td>
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<tr>
<td>Excellent writing and proofreading skills with the ability to write content for the web, social media and print that engages a range of audiences.</td>
<td>Essential</td>
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<td>Strong attention to detail and ability to follow visual and editorial guidelines.</td>
<td>Essential</td>
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<tr>
<td>Ability to translate scientific / technical language into plain English.</td>
<td>Essential</td>
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<td>Ability to select, edit and optimise appropriate imagery for use online and in print.</td>
<td>Essential</td>
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<tr>
<td>Ability to create and manage web content using a Web CMS.</td>
<td>Desirable</td>
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<td>Positive and proactive commitment to providing a consistently high quality service</td>
<td>Essential</td>
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<td>Ability to work as part of a team.</td>
<td>Essential</td>
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<td>Excellent planning and organisation skills, including the ability to deliver outputs within strict timeframes in a fast-paced environment, and work flexibly and reprioritise when needed.</td>
<td>Essential</td>
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<td>Experience of supporting the delivery of events</td>
<td>Desirable</td>
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<tr>
<td>Ability to build constructive, collaborative and respectful relationships with all colleagues.</td>
<td>Essential</td>
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## University of York Person Specification for Grade 4

### 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 | Essential |
- Use digital technologies including Google applications and/or Microsoft Office | Essential |
- Communicate effectively in verbal and written formats | Essential |
- Organise activities and resources | Essential |

### Behaviours:

- Works collaboratively with others | Essential |
<table>
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<tr>
<th>Requirement</th>
<th>Priority</th>
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<tbody>
<tr>
<td>Delivers a quality service</td>
<td>Essential</td>
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<tr>
<td>Develops self and others</td>
<td>Essential</td>
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<td>Actively champions respect, inclusivity, equality and diversity</td>
<td>Essential</td>
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<tr>
<td>Identifies and implements continuous improvement</td>
<td>Essential</td>
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