

Communications Officer (Grade 7)

At Kirklees we want to be innovative and creative in the way we work to deliver our services to our communities. We know we have challenging times ahead so we are always looking for better and smarter ways to work.

As a Communications Officer you will support the work of CONTENT & CHANGE within the wider team. Your focus of work will change in line with your development needs and work priorities

You will have a designated line manager to support you in the development of professional skills and provide regular feedback on your performance.

During your working week you will work on a range of activity or projects, this will be assigned to you by specific Senior Officers, and you will be responsible for the quality, creativity and timeliness of your work. You may work on a range of activity or a number of projects at any given time – and this will be clear within your objectives. This will require you to manage your time and use your planning skills.

This role is based within the Communications Service. [Click here to find out more](#)

The Job

- Provide professional advice and support to improve and protect the reputation of the organisation, being proactive and using your initiative to deliver agreed outcomes.
- Flagging up risk to the reputation of the organisation
- You will work closely with managers across the council, building strong relationships to enable you to influence cultural change
- Promotion of solutions and being proactive in approach and encouraging colleagues and peers to the same.
- Ensure that communications to internal clients and partners comply with legal requirements.
- You will support your colleagues and the wider team in delivering on time
- You will support the admin processes as required.
- Supporting C+M day to day activity and projects to ensure they are delivered effectively and meet defined objectives using appropriate media channels and messages.

Job Checklist

- Clearing communication media messages with senior managers, lead members and councillors.
- Monitoring the effectiveness of communications and marketing work to meet requirements and providing this feedback to improve activity.
- Briefing of colleagues, and specialist services that support C+M activity. In addition briefing external suppliers in line with procurement procedures.
- Good skills for developing relationships and being able to influence.
- Using our core communication channels (press, social media, residents magazine, online channels) to provide timely, relevant and accurate information in response to customer, and service needs.
- Using our core internal communication channels (intranet, staff email cascades, newsletters, forums etc) to ensure staff are engaged in the work of the organisation and that they feel listened to.

The Person

We need our employees to be driven to achieve the best, to be hard working, respectful and thoughtful to each other and our customers and to be creative, wherever they work.

You will be adaptable and flexible in how you work, including hours and locations, and have the ability to quickly learn new communication skills and emerging online technologies. You can be required to participate in a standby scheme to support out of hours and emergency communications.

You will provide advice, guidance and direction about communications best practice to colleagues at all levels across the organisation.

You will be aware of, and further develop a good understanding of the political environment of the council and the public sector. You will be able to work with Councillors and deal with council issues, impartially and with sensitivity. You will also need to recognise areas of reputational risk, issues of political propriety and confidentiality.

You will be expected to carry out your duties in line with the Council's policies, procedures and relevant legislation. You will be made aware of these in your appointment letter, statement of particulars, induction, ongoing performance management and development and through Council communications.

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

This role is at level 1. To find out more about Council Behaviours and Expectations please click [here](#) and click on the tab "Working for Kirklees".

Person Checklist

- Broad communication skills to allow cross working within the team and support to colleagues.
- Work with colleagues and Councillors in a sensitive and appropriate way, managing conflicting demands, priorities and requirements
- Develop and support less experienced officers with a mentoring and coaching approach
- Monitor and manage small activity or project budgets
- Ensure Health and Safety of others whilst, planning, implementing or commissioning communications activity.
- Develop communication plans to support the requirements of the council and others.
- Good team working skills
- Understand how Communications integrates with other council services to ensure efficient service delivery
- Experience of handling challenging problems and helping to resolve them
- IT skills and creativity to help deliver service outcomes

This Role Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.