INTERNAL COMMUNICATIONS ASSISTANT

Job Ref: REQ220983

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Job Description

Job Grade

Administrative Services Grade 4

Job Purpose

To support the Internal Communications team in delivering activities, projects and campaigns aimed at current students, staff and other individuals/groups based on the University campuses, and to support the Corporate Communications managers with general administrative duties.

Job Duties

1. Support the production of online, digital and print content by collating copy, images, video, graphics etc and have responsibility for the distribution of collateral to relevant areas of the University's campuses.

2. Post news, blogs, images etc and make other updates to the University's website, as directed by members of the Corporate Communications team.

3. Assist with the planning, organisation and running of events.

4. Update the Marketing and Advancement content calendar and other planning tools to ensure communications are coordinated across the Department.

5. Work with colleagues to create and circulate reports on internal communications projects, campaigns etc.

6. Monitor the University's 'Notifications' email account, respond to messages in consultation with colleagues, and format and send group emails from the account to students and staff as appropriate.

7. Act as a key point of contact for Loughborough Students' Union and its Executive Officers, and

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key Professional Services sections such as Human Resources and Organisational Development, Student Services and Estates and Facilities Management.

Business Administration

1. Work with administrative staff in Marketing and Advancement to support the Corporate Communications managers with financial processing for the purchase of goods and services via Purchase Order and Purchase Card.

General Administration

1. To respond to enquiries received in person, by telephone or email and take appropriate action. This will include dealing primarily with students and academic staff but may also include external organisations and parents.

2. To undertake general clerical duties such as photocopying, filing, binding and laminating of documents.

3. To provide cover for other colleagues at busy times and in cases of absence, by undertaking such duties and responsibilities which are commensurate with the grade and nature of the post.

4. To ensure compliance with relevant University policies and procedures.

5. To undertake any training and development deemed appropriate for the position by the School Operations Manager and the relevant line manager.

Points To Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Special Conditions

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

Organisational Responsibility

Reports to the Senior Internal Communications Officer.

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Person Specification

Your application will be reviewed with respect to meeting the essential and desirable criteria listed below. Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

1 – Application
2 – Test/Assessment Centre/Presentation
3 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	Previous relevant experience in a communications role.	1,3
	Previous experience of working in a busy office environment	1,3
	Experience of working individually and as part of a team.	1,3
Skills and abilities	Excellent interpersonal, organisational, oral and written communication skills.	1,3
	Able to work with accuracy and attention to detail.	1,2,3
	Web updating skills.	1,3
	Able to deal with people at a range of levels in a professional manner.	1,3
	Able to maintain confidentiality.	1,3
	Able to work under pressure and keep to deadlines.	1,3
	Able to plan, prioritise and work independently with minimal supervision.	1,3
	Flexibility and the ability to adapt to a changing work environment.	1,3
	Excellent practical IT skills including Microsoft Office and Outlook diary management.	1,2,3
Training	Demonstrate evidence of having undertaken further training.	1,3
	Adopt new procedures as and when required.	1,3
Qualifications	A level education or equivalent.	1
	GCSE Grade C or equivalent in English and Mathematics.	1
Other	Evidence of a good working knowledge and understanding of equity, diversity and inclusion in the workplace	1,3
	Willingness to work flexibly and to work occasional out of hours where required.	1,3

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Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working in a Higher Education setting	1,3
	Experience of Loughborough University administrative procedures.	1,3
	Experience of Loughborough specific systems and procedures.	1,3
Skills and abilities	Proofreading skills	1,3
	Skills using relevant Loughborough University IT systems eg LUSI, Agresso, Co-Tutor, LEARN and CMIS.	1,3
	Understanding and knowledge of relevant legislation eg SENDA, General Data Protection Regulation, Freedom of Information, Copyright Law etc.	1,3
	Able to take Minutes.	1,3
Qualifications		

Conditions of Service

The position is full-time and open-ended. Salary will be on Administrative Services Grade 4, £21,135 – £24,871 per annum, at a starting salary to be confirmed on offer of appointment. The appointment will be subject to the University's Terms and Conditions of Employment for staff grades 1-5, details of which can be found here.

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which can be found here.

The University offers a wide range of employee benefits which can be found here.

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html

In addition, the University is supportive, wherever possible, of flexible working arrangements.
We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see http://www.lboro.ac.uk/services/hr/athena-swan/

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