

## **Marketing and Advancement Corporate Communications**

### **Communications and Content Assistant (Fixed term for one year)**

**Job Ref: REQ260103**

**As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.**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 Communications team with the creation, publication and communication of high-quality, on-brand content, primarily for external audiences, through all the University's channels.

**Job Duties:**

- Support the Academic Schools in communicating their news and achievements to external audiences, utilising appropriate digital channels, in liaison with members of the Communications team and other teams within Marketing and Advancement as appropriate.
- Assist in the creation of original and engaging University content for digital channels, including social media, ensuring the content is appropriate for the platform and audience.
- Be able to write and edit copy and work collaboratively with colleagues to source images, video and graphics for digital publication.
- Make timely updates to the University website using the web content management system, ensuring published content is high quality and accessible.
- Support the delivery of University marketing and communications campaigns.
- Assist with the production of digital newsletters produced by the Communications team.
- Assist with the management and publishing of assets to digital signage screens.
- Analyse and report on the success of content to help inform future decisions.

## **General Administration**

1. To respond to enquiries received in person, by telephone or email and take appropriate action. This will include dealing primarily with University staff but will also include external organisations and individuals.
2. To undertake general clerical duties such as organising meetings and booking rooms.
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 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 External Communications Manager.

## Person Specification

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 fast-paced environment.	1,3
	Experience of working individually and as part of a team.	1,3
Skills and abilities	Excellent communication and interpersonal skills.	1,2,3
	Excellent copywriting, proof reading and copy-editing skills.	1,2,3
	A strong familiarity with digital channels, including social media.	1,3
	Web updating skills.	1,3
	Outstanding time management and organisation skills, and able work to tight deadlines.	1,3
	Able to plan, manage multiple priorities and work independently with minimal supervision.	1,3
	Able to work with accuracy and attention to detail.	1,2,3
	Able to deal with people at a range of levels in a professional manner.	1,3
	Experience of working in a customer-focused role, responding to enquiries in a timely and accurate fashion.	1,3
	Able to maintain confidentiality.	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
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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	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

### Conditions of Service

The position is full time and fixed term for one year. Salary will be on Administrative Services Grade 4, £26,527-£28,778 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/az/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/>