

Department of Marketing and Advancement

INTERNAL COMMUNICATIONS ASSISTANT

Job Ref: REQ260176

Job Description

Job Family and Grade

Administrative Services Grade 4

Job Purpose

To support the Corporate Communications team in delivering activities, projects and campaigns that inform and engage current students, staff and other individuals/groups based on the University campuses.

Job Duties

1. Support the production of online, digital and print content by writing copy and collating 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. Work closely with the Social Media team on the promotion of student-focused engagement campaigns and initiatives.
4. Triage incoming enquiries to the team's shared email account(s), respond to messages in consultation with colleagues, and format and send group emails from the account to students and staff as appropriate.
5. Contribute to the University content calendar and other planning tools to ensure communications are coordinated across Marketing and Advancement and with other University Departments.
6. Use analytics to measure and evaluate the impact of communications to maximise engagement, and work with colleagues to create and circulate reports on projects, campaigns etc.
7. Support the planning, organisation and management of events aimed at internal audiences.

General Administration

- To respond to enquiries received in person, by telephone or email and take appropriate action. This will include dealing with students and staff as well as external organisations and individuals.
- To undertake general clerical duties.
- 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.
- To ensure compliance with relevant University policies and procedures.
- 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 outlined in the document.

Organisational Responsibility Organisational Responsibility

Reports to the Internal Communications Manager

Direct Reports: N/A

Budget Responsibilities: N/A

Person Specification

Your application will be assessed based on the essential and desirable criteria listed below.

Applicants are strongly encouraged to explicitly demonstrate how they meet each essential (and desirable) criteria at the application stage. The criteria that you need to demonstrate in your application will be listed as Stage 1 in the table below.

Stages of assessment are as follows:

- 1 – Criteria measured within the Application
- 2 – Criteria measured at Test/Assessment Centre/Presentation
- 3 – Criteria measured at Interview

Essential Criteria

Area	Criteria	Stage	
Experience	Previous relevant experience in a communications role.	1,3	
	Experience of social media in a professional context	1,3	
	Previous relevant experience of working in a busy office environment.	1,3	
	Experience of maintaining accurate electronic records.	1,3	
	Experience of working with own initiative and as part of a team.	1,3	
Skills and abilities	Flexibility and the ability to adapt to a changing work environment.	1,3	
	Able to work under pressure and keep to deadlines.	1,2,3	
	Able to plan, prioritise and work independently with minimal supervision.	1,3	
	Excellent interpersonal, organisational, oral and written communication skills	1,3	
	Excellent copywriting ability, proofing and editing skills	1,2,3	
	Web updating skills	1,3	
	Able to deal with a variety of people in a professional manner.	1,3	
	Able to work with accuracy and attention to detail.	1,2,3	
	Able to maintain confidentiality.	1,3	
	Excellent practical IT skills including Microsoft Office for written content and Outlook for diary management.	1,2,3	
	Training	Demonstrate evidence of having undertaken further training.	1,3
		Evidence of continuous improvement e.g. Adopting new procedures and/or, processes.	1,3

Qualifications	GCSE Grade C or equivalent English and Mathematics	1
Other	Uphold and actively contribute to the University's commitment to Equity, Diversity and Inclusion.	1,3
	Willingness to work flexibly and to work occasional out of hours where required.	1,3

Desirable Criteria: These are skills, experience and competencies that are additional extras that may be used to narrow the pool down if we receive a high volume of applications that meet the essential criteria.

Area	Criteria	Stage
Experience	Experience of working in a Higher Education setting	1,3
Skills and abilities	Understanding and knowledge of relevant legislation e.g. Data Protection Act, Freedom of Information etc.	1,3
	Able to take Minutes.	1,2

Conditions of Service

The appointment will be subject to the [University's Terms and Conditions of Employment](#) relevant to the job grade.

Shared University Responsibilities

As a member of the Loughborough community, you are expected to:

- Take reasonable care of yourself, others and the environment, and to prevent harm by your acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Sustainability Policies & Procedures.
- Support and contribute to the University's commitment to Equity, Diversity, and Inclusion (EDI), while carrying out all duties in a way that respects these principles and upholds the right to free expression. Further information about EDI at Loughborough and our strategic aims is available on our website.

Our Purpose, Vision, and Values

Our purpose, Vision and Values underpin all that we do and shape how we work together at Loughborough.

We're proud to promote our values: **Adventurous, Collaborative, Creative, Authentic and Responsible**. Our people bring these values to life every day, and they are central to the positive and supportive culture that makes Loughborough unique.

If you join us, you'll be encouraged to bring these values to life in your own work and contribute to the positive, supportive culture that makes Loughborough unique.

Read more about our [vision and values](#).

Our Accreditations



We 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.



We are proud to be a [Race Equality Charter Member](#). The Charter aims to improve the representation, progression and success of all minority ethnic staff and students within higher education and address issues of racism within higher education institutions (HEIs).



We are proud to be a Disability Confident Employer and have adopted a proactive approach to employing disabled people and to creating a more diverse workforce. We ensure that our recruitment processes are inclusive and accessible. We guarantee to offer an interview to all applicants who have declared themselves with a disability, provided they meet the essential criteria for a role. We proactively anticipate and provide reasonable adjustments and support existing employees who acquire a disability or long-term condition to thrive in the workplace.



We are a real living wage employer, and our Living Wage Employer Mark shows our commitment to paying our staff according to the cost of living.



We are proud supporters of the [City of Sanctuary movement](#) and delighted to be recognised as a University of Sanctuary. This national network brings together, university staff, lecturers, academics, and students, who together work to make Higher Education institutions places of safety, solidarity and empowerment for people seeking sanctuary.

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.