

Support Staff Job Description

Job family:	Communications
Pay band:	Band 3
Salary range: (pro-rata)	£26,345 - £33,873 All new staff are expected to enter on the scale minimum of the appropriate pay band. Individual staff will, subject to satisfactory performance, move up the incremental scale one point at a time on the anniversary of their commencement of employment until they reach the scale maximum for their band.

Job title:	Community Outreach Officer
Reference:	<i>MBS 181-26</i>
Office of:	Elfed Williams MS
Working hours:	37 hours per week There may be a requirement for the role holder to work outside of the normal working hours.
Appointment type:	Permanent
Location:	Llandudno There may be a requirement to visit a range of locations across my constituency, including rural locations, where public transport may not be available.

Additional information:
I am an equal opportunities employer and welcome applications from all suitable persons including people from the following protected characteristics (race, sex, disability, religion/belief, sexual orientation, gender identity, marriage / civil partnership, pregnancy / maternity or age).
Please note that appointment will be subject to references and a security check.

About the role

Communications

Jobs in this family support the dissemination of information to internal and external audiences in line with the regulatory frameworks under which Members operate. Activities will be undertaken at a level appropriate to the grade. Jobs in this family are responsible for creative processes, public relations, media releases, communications and media production, printed and electronic publications, website content design/management, and social media. The Communications function also includes the support, coordination, production, and management of written, visual, and digital communications. These roles may also include managing and coordinating consultation and engagement events in accordance with the frameworks governing Member activity.

The key characteristics are:

- Generating ideas, researching, creating, writing and delivering a variety of communications materials.
- Creating, supporting and managing campaigns for internal and external stakeholders.
- Providing technical advice and direction for Members and other staff in relation to the choice and use of various communication media.
- Proactive and reactive communication strategies.
- Developing and implementing projects with various agencies, including public, private and voluntary sectors.
- Building and maintaining relationships with stakeholders.

Purpose of the job

A **Band 3 Communications Officer** working for a Member of the Senedd would typically be responsible for assisting with the Member's communication efforts, both internally and externally. Assisting the Member to disseminate key messages and information.

Person specification

Skills and behaviours
• Expected to be proficient with the normal tools and equipment for the job, for example, standard software packages and have familiarity with online media. • Good oral and written communication skills. • Understanding of, and commitment to, combating discrimination and promoting the equality of opportunities and the Nolan Principles of Public Life • Expected to plan and manage their own workload within the constraints of established practice and procedures. • Take decisions within established guidelines or protocols, for example, using standard replies to enquiries or passing on to others. • Ability to work collaboratively as part of a small team.
Knowledge and experience
• Understanding of current affairs and issues of relevance to Wales and the local area. • Knowledge of how to communicate professionally with a wide-range of stakeholders • Experience and practical understanding of law and good practice regarding health, safety and wellbeing, including risk assessments, control measures, and knowing when to seek competent advice.
Desirable criteria
• Prior experience of organising and facilitating local campaigns • Sympathetic to the aims and values of the Party.
Qualifications
• The ability to demonstrate knowledge or experience of a range of work procedures based on relevant work experience and/or vocational qualification e.g. NVQ level 3 or 4 or equivalent in a relevant subject

Language skills

- Welsh language skills are essential for this post, and have been assessed as follows:
 - Listening: Advanced / proficiency
 - Speaking: Advanced / proficiency
 - Reading: Advanced / proficiency
 - Writing: Advanced/ proficiency
- These skills will be assessed as part of the selection process.
- Further language skills can be included here if appropriate to the role.

Additional information on language skill levels

	Corresponds broadly to	Listening	Speaking	Reading	Writing
Advanced	Advanced/Uwch or Has received Welsh medium education or Uses Welsh regularly Language Skills Certificate	Understand conversations and instructions confidently.	Able to speak and engage confidently in discussion at length and able to answer any question.	Understand a wide variety of text confidently.	Able to write a wide variety of text confidently.
Proficiency	Language qualification: A-level or degree in Welsh A-level or degree through the medium of Welsh Translation qualification	Understand all conversations and instructions with complete confidence.	Able to speak at length and with complete confidence, even about unfamiliar matters.	Understand all types of texts with complete confidence.	Able to write all kinds of text with complete confidence.

Main duties

Community Engagement
- Identify and support local campaigns, initiatives and causes that align with the Member's priorities. - Facilitate proactive engagement between the Member's office, constituents, and local stakeholders. - Organise and promote events, surgeries and public meetings.
Communications
- Write newsletters, website updates, and blog posts - Monitor engagement and respond to messages/comments. - Create content for the Member's social media channels and support engagement with local media.
Workplace obligations
Data protection / information security: - Support and advise the Member to comply with their obligations related to data protection and information security in accordance with relevant legislation and codes of practice. Health, safety and wellbeing: - Support and advise the Member to comply with their obligations related to health, safety and wellbeing in accordance with relevant legislation and codes of practice. Safeguarding: - Support and advise the Member to comply with their obligations related to safeguarding of children and vulnerable adults in accordance with relevant legislation and codes of practice.
Other
- Operate within the legal and regulatory frameworks within which Members and Groups operate, including Senedd frameworks (standards of conduct, expenditure etc) and broader and general frameworks (legal duties). - Perform other duties as required to support the Member that are commensurate with this band.

