

Job Description: Communications Assistant

Reports to: Head of Local Government Communications Improvement

Grade: 3

Job purpose:

To provide communications, project and administrative support to the Director of Communications and Communications Improvement team

Core Accountabilities

1. Provide high level administrative support to the Director of Communications
2. Assist in the delivery of the LGA's Communications Improvement team's programme of communication improvement projects
3. Help to develop the LGA's internal communications activity
4. Maintain and continuously improve effective systems for tracking and planning communications activities
5. Support and contribute to the delivery of the Local Government Communications Improvement team's agreed objectives
6. Model the LGA's values and work in accordance with health and safety, equal opportunities and environmental policies
7. Undertake any other duties and responsibilities appropriate to the post

Specific Accountabilities

1. Act as the first point of contact for incoming post, emails, phone calls and queries to the Director of Communications, chase outstanding actions and respond to or refer enquiries as appropriate
2. Support the Director of Communications with specific requests as tasked, including research, project work, diary and travel management, meeting preparation and processing expenses

3. Maintain LGA's Communications Improvement team's activity tracker and forward planning grids, summarising key activity and providing status updates
4. Help to develop the LGA's internal communications activity
5. Help to coordinate arrangements for the LGA's Communication Improvement team's reviews, and communications support activities
6. Maintain the Communications Improvement team's electronic filing system ensuring that all communication reports and research are recorded accurately
7. Help maintain effective relationships with our team of communications professionals, ensuring that external stakeholders are kept well informed
8. Support the team with specific events including the LGA's employee forum
9. Liaise with partner organisations in respect of communications activities, projects and events
10. Raise purchase orders, track invoices and monitor payments
11. Maintain and update contact lists

Person Specification: Communications Assistant

Qualifications	
Knowledge and experience	<ul style="list-style-type: none"> • Experience of working with director level / senior leaders • Previous administrative experience and knowledge of office systems and processes • Demonstrable interest in communications issues and a sense of what makes effective communication • An understanding of local and/or central government and how they work • Experience of working in a team environment, preferably in a PR or communications environment • Experience of using a range of software packages including Word, Excel, PowerPoint, e-mail and the internet
Skills and abilities	<ul style="list-style-type: none"> • A positive 'can do attitude' • Excellent oral and written communication skills with the ability to accurately summarise and convey complex information • Excellent organisational skills with an ability to manage own workload and priorities in order to meet deadlines and respond to changing priorities • Strong interpersonal skills, including the ability to deal with face-to-face and telephone enquiries in a courteous and patient manner, providing a high level of customer-care • Political sensitivity, with the ability to exercise discretion, judgement and confidentiality when dealing with politicians and officers at every level, and to demonstrate political neutrality at all times. • Ability to work as part of a team • Proven ability to multi task • Excellent IT skills