



JOB DESCRIPTION

Post:	Public Engagement Support Officer
Department:	Department of Home Affairs
Division:	Isle of Man Constabulary
Grade:	Executive Officer (Pay Band 13)
Reports To:	Inspector, Organisational Development

Overall Purpose of the Job:

Create, implement and deliver all internal and external communications for the Isle of Man Constabulary, providing specialist advice to officers and staff to support the Chief Constables strategic objectives.

Main Duties & Responsibilities:

1. Provide officers/staff with tactical advice in the areas of media relations, consequence management, campaigns/employee communication and engagement with management oversight.
2. Deliver communications plans/support on a day to day basis for operational incidents of all natures, court cases, events, campaigns and change programmes/projects to ensure audiences are communicated with effectively.
3. Provide direct internal communications to officers and staff through the most appropriate channel to ensure the timely delivery of accurate information. Ensure the day-to day internal communications support through disseminating messages to officers and staff to guarantee effective, timely sharing of information across the most appropriate channels.
4. Monitor and respond to daily media enquiries from local and national media, ensuring that an appropriate response is given by; writing and distributing media releases or statements, organising media interviews, assisting with media management at operational incidents, press conferences and briefings, monitoring news coverage.
5. Create engaging content including, pictures and videos to use across all available channels and the media, ensuring the most appropriate channels are used for the message and target audience.

6. Support national campaigns for the Constabulary in line with agreed priorities, and ensure they are promoted appropriately. Deliver localised public awareness and behavioural change campaigns in support of neighbourhood policing

7. Establish and maintain effective working relationships with counterparts in corporate communications departments across the Island and nationally when appropriate, including CTP/NWROCU networks to support the delivery of internal/external communication requirements.

8. Deliver effective communications that promote the identity, work and successes of the Isle of Man Constabulary in line with set objectives and priorities to a variety of audiences via the most appropriate channel.

Other Information:

The role delivers the day-to-day internal/external and stakeholder communications for the Isle of Man Constabulary. Officers and staff need to be well informed: it is vital the public, media and other stakeholders have an awareness of the Constabulary's role in keeping people safe.

The role holder must have the capability to travel to different locations around the Island to undertake assignments of any nature in a timely manner whilst being available to work flexibly, unsociable hours and be prepared to assist with work out of hours on occasions (On call rota).

Performance Management and Improvement:

All Civil Servants have a personal responsibility for performance management. The post holder will be expected to contribute to their annual performance development review and interim performance reviews.

Security Clearance:

The role will require the post holder to achieve a satisfactory security vetting clearance. This will involve the completion of a detailed Constabulary Vetting Form (the fee for which will be paid by the Constabulary).

Health and Safety:

The post holder will be responsible for their own health and safety and the impact of their actions on others. They will be responsible for identifying any possible risks or near misses to a responsible manager and/or the Health, Safety and Wellbeing Group.

Training:

The post holder will receive full and comprehensive training commensurate with the requirements of the post. They may be required to attend a number of training courses locally and nationally, as agreed in conjunction with their line manager and the requirements of the role.

Notes:

The Chief Constable reserves the right to transfer the post holder to any other area within the Force or Department, following consultation with the post holder and taking into account any agreements which may be in force at that time.

**Isle of Man Civil Service
Person Specification**

Post: Public Engagement Support Officer
Grade: Executive Officer (Pay Band 13)
Division: Isle of Man Constabulary

ATTRIBUTES	ESSENTIAL or DESIRABLE	METHOD OF ASSESSMENT
<p>Qualifications</p> <p>5 GCSEs at Grade C or above (or equivalent qualifications) including English Language</p> <p>Nationally recognised qualification in communications, public relations, journalism, business or relevant communications experience.</p> <p>Good interpersonal skills, proven ability to work with people at all levels and a good awareness of diversity issues.</p>	<p>D</p> <p>E</p> <p>D</p>	<p>CV</p> <p>CV</p> <p>CV/Interview</p>
<p>Experience</p> <p>Sufficient experience working on communications projects with evidence demonstrating your impact and involvement</p> <p>Experience in producing high quality content for different audience groups, purpose and formats</p> <p>Experience of designing and delivering initiatives or projects</p> <p>Experience of working in an environment where there are multiple work streams with deadlines</p> <p>Experience of working with data and evaluation of statistics</p> <p>Experience of working in a large public, private sector or high profile organisation.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p>	<p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p>
<p>Knowledge and Skills</p> <p>Proven ability to plan, prioritise, implement and monitor communications projects</p>	<p>E</p>	<p>CV/Interview</p>

<p>seeing the work through to completion and effective distribution.</p> <p>Excellent writing skills for a variety of mediums to include social networking, intranet and website.</p> <p>Recent experience of working with local/national media and a working knowledge of media law and its application.</p> <p>Excellent IT skills and a thorough understanding of the use of digital channels for communication.</p> <p>Be available to work some evenings and weekends, where required. Due to the requirement to work flexibly, unsocial hours public transport may not be available or suitable at these times. For this reason a full driving licence is considered essential</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p>
<p>Disposition</p> <p>Highly motivated, confident, professional and enthusiastic.</p> <p>Great customer service skills and a flexible approach to meeting customer needs</p> <p>Self-motivated, able to work on own initiative and problem-solve</p> <p>Reliable and flexible approach to work. Able to respond positively to changing demands</p> <p>Creative and able to contribute to fresh and innovative ideas</p> <p>A team player – able to work as part of a team, liaising with the Police, public, schools and other Government Departments</p> <p>Experience of working in a team, but have the ability to work independently to meet tight deadlines whilst using own initiative.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p>

Circumstances and Interests		
Isle of Man Worker	D	Application
Able to work occasional weekend and evening events with prior notice, such as local events particularly TT and FOM	E	CV/Interview
Full, valid driving licence with access to own vehicle	E	Pre-employment Checks
Able to participate in a regular on-call rota	E	Interview
Willingness to undertake the Basic Driving Assessment, which in turn will enable the use of a police authorised vehicle.	E	Interview