

**Job Description****Social Services Directorate**

Post Title	Policy and Communications Officer (Fixed term until 16th Oct 2016)		
Post Number	BG09969 (Covering BG03580)	Grade	Grade 6
Base	Anvil Court	Hours of Work	37
Car User Allowance	Approved Casual	Disclosure	N/A
Contact	Richard Hayward 01495 355466	Updated	September 2014

Principal Job Purpose

Responsible to: Performance and IT Team Manager

Responsible for: Lead on the development of internal and external communications for the Social Services Department, and update/maintain the policy library. Provide wider support to the Corporate Communications team.

Principal Accountabilities

1. Co-ordinate and present internal and external communications for the Social Services Department.
2. Maintain the Social Services Policies, Information and Procedures (PIP) Library.
3. Review, update and distribute public information leaflets on a rolling programme.
4. Support the design and production of the Director of Social Services Annual Report and associated quarterly newsletter "Connect to Social Care".
5. Manage the Social Services content on the Council's intranet and external website.
6. Support the creation of questionnaires and associated evaluation using Snap software.
7. Assist in the co-ordination of Emergency Planning arrangements for Social Services.
8. Assist with the co-ordination of departmental events and functions.
9. Provide wider internal Communications support across the Council by working with the Head of Corporate Communications.

10. Comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
11. Adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.

Person Specification

1. Qualifications & experience

	Assessment Method				
	Essential / Desirable	Application Form	Interview	Other	Probationary Period
Qualifications/Relevant experience:					
HNC/HND Business Administration or equivalent / or experience in a similar role	Essential	✓			
Experience of producing communications and maketting materials for a range of audiences.	Essential	✓	✓		
Experience of using desktop publishing packages.	Essential	✓	✓		
Experience of project working.	Desirable	✓			
Knowledge of the services provided by the Social Services Department.	Desirable	✓			
Knowledge/Skills					
Good working knowledge of Microsoft Office.	Essential	✓			
Ability to plan and prioritise workload effectively to ensure deadlines are achieved.	Essential	✓	✓		
Excellent communication skills with the ability to liase with a range of colleagues.	Essential	✓	✓		
Ability to develop effective working relationships with colleagues and work as part of a team.	Essential	✓	✓		
Excellent attention to detail.	Essential	✓			
Work to high standards with a professional and helpful attitude.	Essential	✓			
Excellent organisational skills.	Essential	✓	✓		
Ability to use Abobe inDesign, Umbraco, Reddot and Snap software packages.	Desirable	✓			

2. Special Requirements

	Assessment Method				
	Essential / Desirable	Application Form	Interview	Other	Probationary Period
Possession of a UK driving license and access to a vehicle	Desirable	✓			

3. Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework.

In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the Authority's performance coaching scheme.

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Delivering the service	Plans ahead, organises work in advance				✓
	Involves line manager/colleagues in setting and meeting targets				✓
	Reorganises work when necessary				✓
	Sees tasks through to completion whenever possible				✓
	Seeks help if workload becomes unmanageable				✓
	Uses initiative to report issues that arise that impact on others		✓		✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Improvement & Change	Is prepared to try new things & feedback results				✓
	Understands that changes are needed if things are to be improved				✓
	Finds new and creative ways of doing things better		✓		✓
	Actively seeks to develop own skills and knowledge				✓
	Learns from mistakes & welcomes constructive feedback				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Providing Excellent Customer Service	Recognises the importance of high standards of customer service				✓
	Is committed to providing an excellent service to the all the citizens of Blaenau Gwent				✓
	Understands the links between own professionalism and the possible impact on the Authority's image				✓
	Has a professional attitude that sets an example to colleagues		✓		✓
	Takes pride in own work and that of colleagues				✓
	Is respectful, courteous and helpful at all times		✓		✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Team Working	Reacts constructively to others' suggestions and requests				✓
	Recognises potential value of others' opinions and actively seeks their contributions		✓		✓
	Asks for help when necessary				✓
	Actively seeks to help others				✓
	Is aware of the impact of own behaviour on others				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Communicating	Adapts content and style to help others understand		✓		✓
	Makes sure that people are regularly informed				✓
	Uses appropriate language, gestures and tone when talking with others		✓		✓
	Checks others have understood & seeks advice when necessary		✓		✓
	Actively seeks to improve all forms of communication with others		✓		✓
	Communicates professionally by using formal channels appropriate to the situation				✓