**Job Description**

**1.** **JOB DETAILS**

**Job Title:** Communications and Engagement Assistant

**Location:** Edinburgh

**Team/Directorate:** Business Services

**Responsible To:** Amy Sutherland

**Responsible For:** n/a

# 2. JOB PURPOSE

Support the Communications and Engagement team to effectively communicate and promote key messages with internal and external stakeholders, and support the delivery of customer engagement in our decision making processes. Provide additional administrative and logistical support for communications and engagement with other key strategic projects, most notably the delivery of our Digital Strategy and retirement housing refurbishment programme.

### 3. KEY RESULT AREAS/PRINCIPLE DUTIES AND RESPONSIBILITIES

Ensure key information to stakeholders is accurate, high quality and informative by maintaining and updating our internal and external communications channels including website, intranet, publications and social media.

Ensure project deadlines are adhered to by updating a calendar of publications and production schedules.

Ensure the Cairn Housing Group and subsidiary brands are consistently applied, in accordance with our Marketing and Communications Strategy and Brand Guidelines.

Maintain accurate mailing lists and arrange the printing and distribution of publications.

Maintain accurate report outcomes from tenant participation activities, including focus groups, scrutiny projects and satisfaction surveys, including the distribution and collection of reports or survey returns in accordance with service standards.

Provide excellent customer service to tenants and support tenants and customers with administrative support to enable them to exert meaningful influence on our decision-making processes, in accordance with our statutory requirements and Customer Engagement Strategy.

Coordinate the administration of events, including selecting venues, arranging transport, catering and accommodation.

Maintain accurate records for all spend against the Communications and Engagement Team budgets. Responsible for purchasing and processing invoices for the Communications and Engagement Team.

Support the Strategic Projects Assets Manager with the communications and engagement elements of the retirement housing refurbishment project, including organising events, distributing papers, taking minutes and collecting tenant feedback.

Undertake general communications and engagement duties to support the Communications and Engagement Team and wider organisation

**3.2 Key Performance Indicators**

Accurate financial records of spend against budget

Accurate and qualitive record keeping of tenant consultation feedback and outcomes

Production and distribution of publications to agreed production schedules

# 3.3 Key Contacts – Internal & External

Support to Business Services teams and other internal teams and colleagues

Administrative support to individual tenants and groups as required

Positive relationships with consultants and suppliers

# 3.4 Health & Safety

* Ensure that Health and Safety guidelines and fire regulations are strictly adhered to
* Comply with safe working practices as defined by Cairn Housing Group
* Complete online training as and when required
* Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work
* Report any accidents, incidents or near misses as soon as reasonably practicable.

# 3.5 General

* Be aware of and adhere to Cairn Housing Group policies at all times
* Take part in progress/performance reviews throughout the year
* Cooperate with other Cairn Housing Group departments
* Attend training courses and complete online training modules as required to meet the requirements of the post
* Take responsibility for own personal development, seeking out opportunities to learn new skills
* Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role

**3.6 Other**

* Apply the Cairn Housing Group values and behaviours to every aspect of the role at all times
* Promote and maintain the brand standards of Cairn Housing Group

**JOB TITLE**

**Person Specification**

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| --- | --- | --- |
| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications and specific training |  | Educated to HND level or equivalent |
| Experience |  | Minimum of one year of experience in a similar role |
| Knowledge |  | * Awareness of best practice in tenant participation * Awareness of best practice in marketing and communications across a range of platforms * Understanding of the specific marketing and communications needs for a housing association |
| Skills | * High attention to detail and accuracy * Organisational skills: ability to prioritise workloads and meet deadlines * Highly developed and proficient IT skills and experience in the use of Microsoft Office packages, the web and social media * High level of written and oral communication skills, with the ability to communicate in a variety of styles to appeal to different audiences |  |
| Personal attributes | * Project a professional image consistent with the organisation’s brand and standards * Confident, enthusiastic, flexible and adaptable * Analytical and details focussed * Committed to continuous Personal Development and will to identify and undertake training as required * Common sense approach |  |
| Additional requirements | * Willingness to work occasional unsociable hours and travel extensively |  |

**Job Description and Person Specification Agreement:**

**The above job description is not exhaustive but an indication of the duties the post holder may undertake and will be subject to review.**

**Post Holders Signature: Date:**

**Managers Signature: Date:**