**Job Description**

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

**Job Title:** Communications and Engagement Assistant

**Location:** Base will be whichever office is closest to home address

ieEdinburgh/Inverness/Thurso/Bellshill/Irvine

**Team/Directorate:** Business Services (Communications and Engagement)

**Responsible To:** Business Support Manager

**Responsible For:** n/a

# 2. JOB PURPOSE

Support the Communications and Engagement team and wider organisation to effectively communicate and promote key messages with internal and external stakeholders, and support the delivery of customer engagement in our decision making processes.

### 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 (Communications Plan)
* 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
* Provide effective project admin support to the Business Services Directorate to facilitate the delivery of the Business Plan and achieve Group strategic goals
* Monitor and process supplier invoices and billing to assist the Business Support Manager with budget control
* Contribute to and participate in team meetings to ensure priorities are agreed in order to support the effective delivery of Business Analysis services

**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 standard and 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

**Communications and Engagement Assistant**

**Person Specification**

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| --- | --- | --- |
| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications and specific training | * Educated to HND level or equivalent
 | Qualification in marketing and or communications |
| Experience | * Experience in the use of Microsoft Office packages particular design tools
* Experience of the web and social media
* Experience of producing clear and concise communications
 | 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
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| Skills | * High attention to detail and accuracy
* Organisational skills: ability to prioritise workloads and meet deadlines
* Highly developed and proficient IT skills
* High level of written and oral communication skills, with the ability to communicate in a variety of styles to appeal to different audiences
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| 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
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| Additional requirements | * This role is based in the office closest to your home address. Current offices are in Edinburgh/Inverness/Thurso/Bellshill/Irvine. The post supports the Group and it’s locations
* Willingness to travel to other office locations and remote sites and able to occasionally stay away from home overnight
* This role is eligible for flexible and home working arrangements as authorised by the Business Support Manager
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**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:**