



Job title	Communications Officer and Assistant to CEO
Reports to	Chief Executive Officer
Responsible for	N/A
Location	Tuntum Housing Association Head Office
Hours	37 per week – Monday to Friday
Salary	£27,758 to £29,594 per annum

Purpose

To ensure that staff, tenants and other stakeholders are kept informed through compelling internal and external communications which help to translate the Association's evolving business strategy and brand.

To take the lead for the delivery of various key aspects of the Association's Communication Strategy as determined by the Chief Executive. These will include website and social media development, production of printed materials such as the Tenant's Newsletter and Annual Report and to coordinate various events, including corporate events and exhibitions.

To provide confidential support to the Chief Executive.

Disclaimer

Any job description provided to you by the organisation will not form part of your contract of employment unless specified otherwise. This job description details the major aspects associated with the post. It is not intended to cover every feature of the role in detail. The responsibilities of the role may develop over time and in your day-to-day work you are expected to undertake any reasonable duty as requested by your line manager, or in their absence, a senior officer of the Association.

Over time, if you consider that your role is significantly different to that which is outlined in this document; you are encouraged to discuss this with your line manager and agree a revised job description.

Duties and responsibilities

Communications

To work closely with the Chief Executive and when appropriate the Head of Housing & Sales to develop, oversee and implement the Communications and Marketing Strategy for the Association.

To lead on the copy-writing and production of 'Engage' (Tuntum's tri-annual newsletter), The Annual Report and any other publications determined by the Chief Executive.

To be responsible for developing, improving and maintaining Tuntum's website with up to date company news and other information, whilst collating user data relating to its effectiveness.

To lead on developing Tuntum's social media presence, monitoring effectiveness and help to establish set targets.

To lead on responses to media such as dealing with press enquiries and issuing press releases.

To regularly liaise with designers and print agencies over the production of printed and promotional materials for the organisation, including advertising in the press and signage.

To organise regular events for the organisation – to typically include corporate events, launches, corporate exhibitions and internal events as necessary.

To coordinate and deliver the monthly staff news bulletin.

Where appropriate to carry out or assist other staff in the delivery of any general communications and marketing tasks that may arise.

CEO Support

To co-ordinate the preparation and issue of agendas, papers and reports to the Board and committees in keeping with agreed standing orders assisting the Chief Executive and other senior managers as required.

Depending on circumstances, to attend board and committee meetings in a minute taking capacity distributing the minutes to relevant parties.

To assist the CEO in ensuring that the governance practices are carried out in keeping with the Association's policies and accepted good practice.

To organise meetings, conferences and events such as; Board away-weekends, Board training, etc. Arranging venues, equipment and refreshments, and where necessary, coordinating travel and accommodation for delegates.

To assist the Chief Executive with his diary and to be aware of the Chief Executive's whereabouts at all times in relation to work-related duties.

To organise the meetings of the Senior Management Team and take and distribute notes accordingly.

In the absence of the Chief Executive to answer and monitor their telephone calls and to deal with general telephone enquiries.

To act as the System Administrator and Project Manager for Convene.

To maintain confidentiality of information at all times.

To carry out any reasonable task in keeping with the role, as requested by the Chief Executive.

The post includes occasional work outside of the normal hours for which time off in lieu or flexi-time is given.

Person Specification

Requirements	Essential	Desirable
Education	<p>Qualification in Communications or Marketing.</p> <p>English Language GCSE grade C or above (or equivalent).</p>	Educated to degree level.

Knowledge	<p>An understanding of the communications industry and the effectiveness of different methods of media.</p> <p>An understanding of the housing sector and our stakeholders.</p>	
Experience required	<p>Working within a communications or marketing role.</p> <p>Copywriting.</p> <p>Developing and maintaining digital platforms such as websites and social media.</p> <p>Liaising with the media i.e. print, television or radio.</p> <p>Evaluating media options and making sound decisions.</p>	Working within a Housing Association or public sector environment.
Skills and aptitudes required	<p>Ability to prioritise and manage a diverse workload.</p> <p>Ability to produce clear, accurate, professional and persuasive communication.</p> <p>Ability to produce reports.</p> <p>Ability to learn and adapt to new IT software and features.</p> <p>Ability to influence people outside of your sphere of responsibility.</p> <p>Proficiency in Microsoft Word, Outlook, PowerPoint and Excel.</p>	
Personal qualities required	<p>Committed to equality and diversity in service delivery.</p> <p>Committed to going the extra mile to deliver exceptional service.</p> <p>Self-sufficient, organised and able to deliver in a stand-alone role.</p> <p>Trustworthy, resilient and credible.</p>	



Approved by:	Richard Renwick, CEO
Date approved:	10/10/2018