

<b>A Post Details</b>	
Job Title: Communications Officer	Grade: A005
Department Communications and Engagement	Division: A Select Division
Reports to: Communications Planning Lead	Contract Type: Permanent Select Contract Type
Level of Vetting: Baseline	Numbers in Post: 1
<b>B Purpose of the Post</b>	
The post holder is responsible for assisting the communications and engagement department in delivering its, and BTP's, strategic goals by providing tactical support. This includes managing integral day to day tasks, administration and logistics so that the wider team can focus on strategic, value-add tasks.	
<b>C Dimensions of the Post</b>	
Financial – None Staff Responsibilities – None	
<b>D Principal Accountabilities</b>	
<ul style="list-style-type: none"> <li>Assist with maintaining and updating the department communications grid, providing administrative and tactical support where required.</li> <li>Support the communications planning lead by completing tasks assigned by that role— this could include updating policies, procedures and processes, updating KPIs, supporting communications plans or contributing to the delivery of publications. Ensuring that work is completed on time.</li> <li>Responsibility for system administration of the department's communications and collaboration tools by troubleshooting and managing queries. Including systems like SharePoint, MS Planner, Power Automate and media and social media tracking and scheduling software.</li> <li>Provide support across the communications and engagement department, including internal communications, social media, media relations, campaigns, awards, and stakeholder communications. This could include creating content, updating channels, maintaining dashboards or creating campaigns.</li> <li>Proactively monitor relevant Mailboxes on a daily basis and respond/forward on queries to the wider communications and engagement department or beyond where appropriate.</li> <li>Logistical support and organization of events, primarily virtual, via MS Teams including: Line Manager Briefings, All People calls, and ad hoc events in line with events and change agenda. This includes calendar placeholders, registration, pulling together agendas and reporting on attendance.</li> <li>Day to day management and judgement of request/queries and whether these needs further action/advise, and by whom.</li> </ul>	
<b>E Decision Making</b>	
Day to day management and judgement of request/queries and whether these needs further action/advise, and by whom.	

## F Contact with Others

### Internal

Continuous contact with members of the communications and engagement department

Frequent contact with colleagues of all levels

Collaboration with other departments to meet their communications needs and enable achievement of the Communications & Engagement strategy

### External

Contact with suppliers, contractors and communications agencies

## G Essential Criteria

### Qualifications and Training:

A levels in related subjects (eg English, Math, Media Studies) or equivalent experience

### Experience:

- Proven experience in providing administrative or business support services.
- Experience in supporting teams contributing to operational efficiency, effective collaboration, and achievement of goals.
- Demonstrable ability to take responsibility for completing work accurately and on time.
- Experience of Microsoft 365 software including Word, Excel, PowerPoint, Forms and Teams.
- Experience of writing, creating and editing content for different channels, including intranet/online pages, newsletters and planning documents.

### Skills:

- Strong written and verbal communication skills with high attention to detail and good grammatical knowledge, as well as the ability to write in a variety of styles and to edit the contribution of others.
- Skilled in sourcing and creating content.
- Ability to build effective working relationships across the organisation
- Strong organisational and administration skills with an exceptional eye for detail
- Ability to prioritise multiple tasks and work to tight deadlines
- Ability to be discrete with sensitive information when developing communications

### Knowledge:

- Knowledge of analysing data and feedback to inform an appropriate response
- Knowledge of GDPR and the importance of data protection
- Understanding of the role Internal and External Communications play in fostering engagement and action from audiences.



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Desirable criteria:

**Line Manager Approval:**

**Panel Approval: Jodie Childs 3661**

**Date:14/01/2026**