



wdh
Job Description

Job Title:	Communications Support Assistant
Grade:	3
Section:	Corporate Services
Reports to:	Communications Support Officer
Responsible for:	None

The Job

Is to:

- be responsible for providing an effective and high quality word processing and administrative support service to all sections within WDH ensuring the brand values are followed across all our communication channels;
- ensure accessible and clear information is available across all our channels, meeting the needs of all audiences (supporting our delivery against the RSH Consumer Standards - understanding and responding to the diverse needs of tenants); and
- ensure the consistency of WDH's corporate image internally and externally.

The Bigger Picture

You will:

- format / produce high quality and professional reports and present other information using appropriate ICT tools, such as Word, Excel, PowerPoint and Adobe Acrobat;
- act as a first point of contact within the communications team for the business, supporting a consistent, high-quality approach to communications across all channels;
- use digital technology where appropriate to ensure that it provides the best value for money and efficiency for the team;
- ensure that quality control is applied to a consistently high standard and meets business standards;
- carry out any other duties as directed by the line manager that are appropriate to the grade and overall purpose of the job.

The Day to Day

You will:

- provide an effective and high quality word processing and administrative support service to all sections within WDH ensuring the brand values are followed across all our communication channels;
- format and produce high quality information using a range of Microsoft products and ICT tools;
- be responsible for creating, co-ordinating and monitoring templates to WDH corporate image and quality standards;
- review and manage the corporate photo library and ensure files are kept in line with our data retention policy;
- ensure that WDH agreed standards and image are maintained at all times, in accordance with the Corporate Style Guide;
- monitor and update the corporate intranet site to ensure brand standards are maintained;
- communicate with all service areas to ensure that their service delivery requirements are met in accordance with WDH Customer Charter;
- be professional and aware of confidentiality given the sensitive nature of the information dealt with and to be aware of Access to Information and Data Protection provisions and legislation;
- attend regular team briefings to review priorities, monitor performance and participate in training and employee development initiatives; and
- ensure that appropriate office systems are used to support the efficient organisation of records in line with Data Protection requirements.

Personal Contacts:

Internal: Employees and managers at all levels.

External:

The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post. WDH principles reflect behaviour patterns which distinguish highly effective performance in a role. There are nine behavioural indicators which are split into three principles; Determination, Nous and Attitude and these are often referred to as DNA.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
Qualifications and Training			
A qualification at level 2 of the Regulated Qualifications Credit Framework in Maths and English, such as GCSEs (grades A*-C / 94), Award, Certificate or Diploma at level 2 or equivalent.	✓		AF / CQ

Determination			
Self motivated, being able to respond effectively to working under pressure to meet all required deadlines.	✓		I
Experience of dealing effectively with 'customer' requirements and enquiries.	✓		AF / I
Evidence of an understanding of high quality customer care.	✓		AF / I
Effective communications skills.	✓		AF / I

Nous			
Experience of administration work.	✓		AF
Experienced in the effective use of PC applications such as Microsoft Word, Excel, Outlook, PowerPoint, Project, Publisher and website applications.	✓		AF / I
Advanced keyboarding skills with the ability to operate a keyboard with precision and speed.	✓		I
Knowledge of administrative procedures relating to large organisations.		✓	AF / I

Attitude			
Effective organisational skills with a flexible approach to service delivery.	✓		AF / I
Committed to working to high standards and maintaining an excellent image for the service at all times.	✓		AF / I
Ability to work as part of a team and individually.	✓		I

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
To be able to adapt to a variety of situations and respond accordingly.	✓		I
Ability to maintain and respect confidentiality.	✓		I
To be able to interact with employees and managers.		✓	I

Additional Requirements of the Job			
The post holder may be required to work outside normal office hours on occasion.	✓		I

Key

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification