

JOB DESCRIPTION

Job Title: Communications Assistant

Accountable to: Communications Manager

Contract Length: Permanent

Hours per week/FTE: 35

Weeks per year: 52

Salary: £29,358- £35,839 per annum

Grade: 3

College/Service: Communication and External Affairs

Location: High Holborn, flexible working and with travel to other UAL colleges as required

Purpose of Role:

You will provide administrative and content creation support to enable the Communications and External Communications team to tell compelling and engaging stories which promote UAL to staff, students and the outside world and keep them informed.

Duties and Responsibilities

Content

- Draft and publish stories and content for UAL's website, intranet, newsletters, social media and a range of other channels.
- Create multi-media content, including video
- Work on regular departmental communications including the press bulletin and weekly staff communications

Administration support

- Provide administrative and communications support on campaigns and at UAL events
- Diary management for Senior Management team
- Monitor departmental inboxes and respond or triage enquiries as appropriate
- Co-ordinate shared events calendar and the CEA planning tool for cross-departmental activity
- Manage timelines for key projects and keep track of agreed actions and budgets

General

- To perform such duties consistent with your role as from time to time may be assigned to you anywhere within the University.
- You may be required to regularly travel to other sites as necessary.
- To undertake health and safety duties and responsibilities appropriate to the role.
- To work in accordance with the University's Staff Charter and Dignity at Work Policy, promoting equality diversity and inclusion in your work.
- To personally contribute towards reducing the University's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022).
- To undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.
- To make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.
- To conduct all financial matters associated with the role accordance to the University's policies and procedures, as laid down in the Financial Regulations.

Key Working Relationships:

- Communications Manager
- CEA Associate Directors
- CEA Office Manager, Digital Content Manager and Brand Manager
- Colleagues across Marketing, Communications, Brand and Creative Services, Digital teams
- College communications teams
- Other stakeholders across the university as required
- External contacts as required

Specific Management Responsibilities

Budgets None

Staff: None

Other (e.g. accommodation; equipment): None

Person Specification

1. Specialist knowledge, qualifications or relevant experience
 - Knowledgeable about UAL and passionate about our purpose and values
 - A degree in communications, writing or content related subject, or relevant equivalent experience.
 - Experience of generating effective, high quality and visually impactful communication messages in a variety of formats including social media and audio visual content
 - Experience of using video editing software, the full MS Office suite and CMS or intranet
 - Knowledge of social media monitoring tools (e.g. Social Studio) or ability to learn would be welcome
 - Knowledge of InDesign, Illustrator, Photoshop or other design software would be an advantage.
2. Communication skills, creativity, innovation and problem solving
 - Able to write great copy for newsletters, online platforms and social media
 - Excellent ability to write in plain English and can adapt the message for a diverse audience in an inclusive and accessible way
 - Creative with a good eye for what makes something visually appealing and impactful
 - Has good ideas and is not afraid to suggest new ways of doing thing.
3. Planning, managing resources and teamwork
 - Able to manage multiple tasks and deadlines, has excellent organisational skills and can think ahead and prioritise
 - Good interpersonal skills, able to build strong working relationships with internal and external stakeholders
 - Experience of project management and/or managing complex diaries would be an advantage
 - Works well in a team and is able to share the load to ensure collective delivery under pressure

Signed Julie Dark
(Recruiting Manager)

Date of last review February 2021