

JOB DESCRIPTION AND PERSON SPECIFICATION		
<b>Job Title:</b> Internal and External Relations Assistant		<b>Accountable to:</b> Internal Communications Manager
<b>Contract Length:</b> Permanent	<b>per week/FTE:</b> 1.0	<b>Weeks per year:</b> 52
<b>Salary:</b> £25,061 - £29,358 pa	<b>Grade:</b> 2	
<b>College/Service:</b> London College of Fashion, Internal and External Relations		<b>Location:</b> 20 John Princes Street, London, W1G 0BJ and moving to Stratford in 2023
<b>Team Purpose</b>		
<p>The Internal and External Relations department tells the story of the LCF brand, to engage both internal and external audiences. We are specialists in content creation and communication, engagement and community building, managing events and experiences, media relations and public affairs.</p> <p>We attract, build and maintain relationships with new and existing audiences to showcase the best of London College of Fashion, UAL, from student work to research and innovation, partnerships and community projects.</p> <p>We are positive, enthusiastic and professional, always putting the student experience first, and showcasing their voice to display the best LCF has to offer. We use this peer influence approach to attract the best quality staff and students to join us.</p>		
<b>Purpose of the Role</b>		
<p>Reporting to the Internal Communications Manager the post holder will provide communications, events and administrative support to IER team. The role is a creative pair of eyes and a helpful team player for the department, such as contributing ideas in team meetings, writing up blog posts or social media with help from the Content Officer.</p> <p>The post holder will be expected to help with administrative tasks such as raising Purchase Orders, booking meetings and taking meeting notes, helping with posters and internal communications around the LCF buildings to check in with the Director for diary help where necessary.</p> <p>The role is a creative pair of eyes for the department, such as contributing ideas in team meetings, writing up blog posts or social media with help from the Content Officer. They will be an integral part of the cohesion of the team by being a friendly ‘face of the department’ – welcoming visitors and students, helping at events, helping arrange team meetings and activities.</p>		
<b>Duties and Responsibilities:</b>		
<ul style="list-style-type: none"><li>• To be responsible for developing a detailed understanding of the LCF organisation, including messaging framework, brand identity and guidelines, 4Fashion (LCF’s planned move to the Olympic Park in 2022) priorities and student experience campaigns</li><li>• To use excellent customer service to deal with enquiries from staff, industry and the general public by telephone, e-mail and face to face. To be the first point of contact in resolving routine general enquiries, referring more complex enquiries to other members of the Internal and External Relations team as appropriate</li></ul>		

- To provide administrative support to the Internal and External Relations team such as organising and minuting meetings, team activity and diary support to the Director of Internal and External Relations
- To maintain the office's financial systems, using the online requisition and budgeting system, processing of purchase orders, invoices, new supplier set ups and payroll documentation in accordance with the University of the Arts London procedures.
- To monitor and replace stock and promotional material for LCF Internal and External relations using onsite and offsite facilities with a specific focus around the College's annual editorial magazine.
- To monitor the screens and poster sites around LCF and replace where necessary, and to assist the internal communications team with distribution of materials
- To attend creative team meetings and input where you have ideas, such as to social media campaigns and helping the team write posts for the intranet and blog
- To help research contacts for guest lists and update databases where necessary
- To help archive press cuttings and images, both physically and digitally
- To proactively be aware of anything that could cause risk to the College's reputation and escalate any concerns to IER managers.
- To deal with enquiries from staff, industry and the general public by telephone, e-mail and face to face. To be the first point of contact in resolving routine general enquiries, referring more complex enquiries to other members of the Internal and External Relations team as appropriate.
- To prepare and develop presentations and visual materials as required.
- To clerk meetings, including setting of the agenda, distribution of papers, taking notes and undertaking follow up actions.
- To assist with recording absence cover as necessary in order to ensure the provision of a quality professional and efficient service at all times.
- To demonstrate a commitment to make use of all information and communications to meet the requirements of the role and promote organisational effectiveness.
- To proactively be aware of anything that could cause risk to the College's reputation and escalate any concerns to IER managers

Work within the University's policies and in particular to:

- Perform (from time to time) such duties consistent with their role level, assigned to them anywhere within the University.
- Undertake health and safety duties and responsibilities appropriate to the role.
- To be available for occasional events outside of normal working hours, to help IER ensure the best experiences for staff, students and guests

- 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).
- Undertake continuous personal and professional development.
- 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.
- Conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations.

Key Working Relationships: Managers and other staff, and external partners, suppliers etc; with whom regular contact is required.

- Director of Internal and External Relations
- Internal and External Relations Senior Team
- Head of College office
- Executive Group
- PAs
- Local and Central Finance
- Corporate Travel Service

**Internal and External Relations:**

- External Relations
- Events
- Internal Engagement teams including Internal Communications Manager and Internal Community Manager
- Marketing
- Web

**Wider teams**

- Student Engagement team
- Business and Innovation department, especially Alumni, Graduate Futures and Partnerships colleagues, to cover key aspects of the LCF brand such as business and careers
- 4Fashion project office
- Artstemp (UAL's temping agency, employing our students)
- Arts SU (Students Union)

Specific Management Responsibilities

Budgets: No

Staff: No

Other: Accommodation/equipment) as appropriate

**Title: Internal and External Relations Assistant****Grade: 2**

Person Specification	
Specialist Knowledge/ Qualifications	<p>Educated to A level standard or equivalent.</p> <p>Either a degree in a communications area or creative topic or experience in this area is desirable.</p> <p>High level of written and verbal communication skills</p> <p>Ability to plan and deliver activities to achieve objectives, combining an interest in overview with an attention to detail</p>
Relevant Experience	<p>Demonstrable experience of delivering administration and working within a team, providing support</p> <p>Demonstrable experience of working as part of a team to deliver a project or event</p> <p>Experience of using the full suite of software involved in administration including Word, Powerpoint, Excel.</p> <p>Customer service experience or working with visitors/guests</p> <p>Experience of writing, including meeting minutes, is desirable</p>
Communication Skills	<p>Communicates effectively orally, in writing and/or using visual media.</p>
Research, Teaching and Learning	<p>Effectively delivers basic training or briefings to support understanding or learning</p>
Planning and Managing Resources	<p>Plans, prioritises and organises work to achieve objectives on time</p>

Teamwork	Works collaboratively in a team or with different professional groups
Student Experience or Customer Service	Provides a positive and responsive student or customer service.
Creativity, Innovation and Problem Solving	Uses initiative or creativity to resolve day-to-day-problems

The application form sets out a number of competence questions related to some of the following selection criteria. Shortlisting will be based on your responses to these questions. Please make sure you provide evidence to demonstrate clearly how you meet these criteria

**Last updated:**