



A LIFETIME OF EQUALITY, RESPECT AND **LOVE** FOR CARE EXPERIENCED PEOPLE

Who Cares? Scotland Job Specification

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| Post Title: | Communications Support Officer |
| Salary range | £18,197 – £22,746 |
| Hours of work | 35 hours per week |
| Contract | Permanent |
| Area | Scotland-wide |
| Base location | National Office, Glasgow |
| Responsible to | Business Support & Communications Manager |
| Last update | July 2019 |
| Application closes | Monday 22 July at 5pm |
| Interviews | Tuesday 6 August at Who Cares? Scotland National Office, Glasgow |

Introduction

Who Cares? Scotland is Scotland's only national independent membership organisation for care experienced people. We want to secure a lifetime of equality, respect and love for care experienced people by 2022 in Scotland.

Over the past five years, the number of staff working at Who Cares? Scotland has more than doubled. Our annual staff survey highlighted the importance of ensuring we have good internal communication strategies to meet this growth and achieve our vision of a lifetime of equality, respect and love for care experienced people.

Purpose of the post

This exciting new post will help to ensure that Who Cares? Scotland communicates with its internal and external stakeholders as effectively as possible, that information is shared in timely and appropriate ways and that all events are useful, well organised and offer good value for money.

The post holder will join the Business Support & Communications team, which is responsible for managing the organisation's resources, events and reception function. This post will

have an important range of internal and external relationships to develop and nurture and will work alongside teams and staff across Who Cares? Scotland.

Applications from candidates who are Care Experienced are particularly welcome.

Main Duties and Responsibilities

External Communications

1. Implement communications plan for key projects and events as set by Manager
2. Support the writing of copy for communications to be sent to stakeholders, including those with an interest in fundraising, membership and events
3. Keep Who Cares? Scotland website up-to-date and ensure all content adheres to house style and best practice for web copy
4. Work with Business Support & Communications Manager and Public Affairs team to develop house style

Resources

5. Support the creation, production and distribution of promotional materials to inform stakeholders of Who Cares? Scotland's work – including leaflets, newsletters, magazines, t-shirts etc.
6. With direction from Manager, perform audit of all the resources we have and would like to have throughout the organisation
7. With support of Manager, develop suite of standardised, branded resources including PowerPoint templates, posters, generic leaflets, report templates and compliment slips

Internal Communication and Information

8. Coordinate and edit a monthly e-bulletin to be sent to all staff
9. Develop innovative ways to share information internally within Who Cares? Scotland
10. Work collaboratively across the organisation to ensure all Teams have resources needed to promote our work
11. Keep internal document storage up-to-date
12. Train new staff to use information management systems
13. Keep log of content in storage unit of archived materials up-to-date - ensuring all materials in and out of storage unit are logged
14. Keep staff organisational chart up-to-date

Events

15. Organise venues for staff training sessions and meetings as required
16. Support registration both in advance and on the day for internal and external events.
17. Support logistics for all events, including organising transport and catering and sourcing and liaising with venues

18. With guidance from manager, invite external stakeholders to attend events
19. With guidance from manager, inform staff about their roles in relation to events
20. Organise event evaluations in accordance with guidance from Impact Measurement Team
21. External events include Care Day in February, Summer Camp in July, Care Experienced week in October, Christmas Dinner in December and a range of Collective meetings throughout the year. Internal events include our annual Advocacy conference in March and annual Staff Residential in November.

Other

22. Proofread and edit documents as required
23. Take meeting minutes as required
24. Ensure the organisation is presented in a consistent and professional manner to visitors and stakeholders on the telephone, by email and by post.
25. Providing reception support when the Reception Assistants are unavailable.
26. Be an ambassador for Who Cares? Scotland by upholding the staff code of conduct, adhering to policies and procedures and promoting values at all times.
27. Carry out any other duties commensurate with the post as directed by the Manager.

Communication

The post holder will be required to:

- Effectively represent Who Cares? Scotland projects and products in all verbal, written, print and digital communications
- Ensure all communications are inclusive of care experienced members' needs and views
- Contribute to the reporting of all aspects of work to wider staff team, SMT, Who Cares? Scotland Board and external funders who commission us

Post holder will have key contacts with:

- Operations, Influencing, Membership and Fundraising & Development team colleagues
- Leadership team at Who Cares? Scotland
- External suppliers, especially in relation to events
- Voluntary sector partners
- Care Experienced Members

Teamwork is important to the smooth running of the organisation and all team members are required to play an active part. This, alongside strong individual initiative, will be crucial for the effective operation and imaginative development of the work.

Attitudes and values

Commitment to:

- Who Cares? Scotland's mission, aim and core values
- Anti-discriminatory practice and equal opportunities
- A style of working which is committed to supporting and empowering staff, with respect and confidentiality

Working environment

The post holder will be based in in the Who Cares? Scotland National Office. However, flexibility will be required given the remit of the role. Occasionally, work out with standard office hours will be required to ensure the role is carried out effectively. This is likely to come in the form of events that are held outwith normal working hours about once every two months.

Essential knowledge, skills and experience

Essential:

- SCQF Level 7 / SVQ 3 qualification relating to communications / business administration OR relevant work experience
- Comprehensive knowledge of IT packages and the Microsoft office suite
- Ability to manage your time and workload effectively to meet deadlines, including managing competing priorities effectively
- Ability to work collaboratively as part of a team and on own initiative
- Ability to learn new skills quickly to achieve targets
- Ability to work flexibly, with occasional late nights and possible overnight stays.
- Excellent verbal and written communication skills to a range of audiences at various levels
- Demonstrable passion for ensuring a lifetime of equality, respect and love for Care Experienced people
- Passion for communicating information in innovative, creative and lucid ways

Desirable:

- Familiarity with design software (e.g. Photoshop, InDesign)
- Familiarity with website content management systems
- Good photography / videography skills
- Experience of organising events
- Previous experience of working in a communications role

We particularly welcome applications from people with experience of the care system who meet the criteria for the post.