



JOB DESCRIPTION	
Post title	Communications Officer
Location	Home working with access to Glasgow Office
Agency	Scottish Community Safety Network (SCSN)
Working Hours	Part-time, 2 days per week (SCSN is a 4-day working week employer: 2.5 days a week, pro-rata)
Salary	£30,000 per annum, pro-rata
Duration	Fixed-term for 1 year with hope of continued funding.

Purpose of Job

The post holder will contribute to the development and implementation of the Scottish Community Safety Network's (SCSN) vision, aims and policies within the field of community safety.

Contribute to the continuous development of SCSN services with particular regard to developing and maintaining the website, newsletters, publications, new technology, and social media.

Job Activities

Assist in developing and facilitating communications between SCSN and a wider network of stakeholders.

Assist with the development and maintenance of SCSN's brand identity.

Maintain and develop the Safer Communities Scotland website, including writing, editing, and proof-reading content, and liaise with the website designer, as appropriate.

Create relevant publications and promotional materials, such as events flyers, programme and leaflets - as appropriate using Canva or other relevant software - and liaise with printers where needed.

Design, maintain and populate the monthly Safety Net-works newsletter using Mailchimp.

Coordinate the distribution of information and promotional materials, including mail-outs and other communications, using Mailchimp, survey tools, and social media.

Support our social media presence by ensuring content is regularly refreshed, accurate, and relevant, and meets our brand guidelines. Contribute to the growth and development of the SCSN profile through the use of social media.

Assist with online and in person events in the preparation of presentations, Eventbrite invitations, training materials where needed, social media presence, photography and videography, ensuring brand consistency.

Monitor and evaluate content of communication products to ensure quality, consistency and accessibility of messages, and provide monitoring data to inform quarterly reports and annual reporting i.e google analytical.

Contribute to monitoring and evaluation activity by designing surveys, generating summaries, and analysing data; and prepare/contribute to the Annual Report.

Undertake some photography, filming and videography to help capture events, or to support bespoke project and campaigns.

On occasions attend exhibitions to promote SCSN at events.

Undertake other relevant duties, in accordance with the function and grading of the post as required.

The post holder will demonstrate customer service excellence, in terms of answering enquiries from the general public, members, and external stakeholders.

Contacts and Relationships

The post holder will be required to develop and maintain effective relationships with a wide range of people and organisations in the voluntary, statutory and private sector.

Supervision Received

The post holder will normally organise their workload within an agreed framework and with limited supervision. A degree of self-management is provided to help ensure that the post holder is able to meet changing demands upon their time.

The post holder will meet regularly with their Line Manager for ongoing support and supervision.

Decisions

The post holder will operate within the agreed programmes and objectives of SCSN. Within that context, a range of choices or options may present, and the post holder should discuss and agree these with their line manager and/or agreed as a formal company policy. The post holder will be required to use discretion, tact and political awareness in the course of decision-making.

Environment

The post requires some manual handling of video/filming equipment.

Normal working environment is office based or similar at home.

Care should be exercised in the prolonged use of IT equipment in accordance with the SCSN's policy and guidelines.

Working Hours

The employment shall be part-time 2.5 days a week (2 days within a 4-day week pro rata) to be carried out within standard office hours, 09:00 to 17:00, Mon - Thursday. However, SCSN operates a flexible and agile working environment where employees are empowered to exercise discretion on where and when they work, in order to fully focus on the outcomes they are tasked to deliver. SCSN does not work a Friday. For events and meeting, occasional travel to the central belt of Scotland will be required.

Knowledge, Skills and Experience Required

This post is key to the continued development and overall success of the organisation. The post holder will work with a variety of partners and stakeholders involved in the development and operation of the organisation. The postholder must be able to communicate and maintain credibility at all levels, and understand partnership working. Excellent written and verbal skills are required.

A relevant qualification – or equivalent experience – in communications, marketing, journalism, or public relations is essential.. Experience of producing creative designs and content for marketing materials/publications is desirable. The post will be required to design, maintain, and populate newsletters and other online and physical content.

The post holder must have excellent interpersonal skills and be able to communicate effectively, and clearly in a positive and open way with all internal and external stakeholders. The postholder should be able to demonstrate an ability to identify and understand internal and external audience needs, and adapt style, tone and language to meet them.

The post holder must have excellent skills in writing, editing and proof-reading, demonstrating excellent attention to detail. Experience of writing reports is desirable.

The post holder must have good team working skills and be able to maintain good working relationships with colleagues, to work collaboratively with other individuals and organisations.

The post holder is required to be a confident user of information technology and be able to use a wide range of IT applications, such as Word, Publisher, PowerPoint, Excel, Canva, Mailchimp and other web based applications

Experience and skills in web content management, writing and editing for the web, graphic design and site management is highly desirable.

A willingness to travel occasionally to other parts of Scotland is essential.

An understanding of community safety issues, and experience of working in the charitable sector are desirable.

Personal Qualities

Ability to develop and maintain strong client and partner relationships.

Strong interpersonal skills, including communicating with a range of stakeholders and partners.

Ability to work effectively within a small team.

SCSN values the character of its staff team. Its people are its biggest asset. We seek individuals who are honest, conscientious, and friendly.