



HM Prison & Probation Service

Job Description (JD)

Band 4

Group Profile – Business Administrator Specialist (BAS)

Job Description – Communications Officer

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Job Description

Job Title	Communications Officer
Group Profile	Business Administrator Specialist
Organisation Level	Delivery
Band	4

Overview of the job	Working within the Business Hub Function, reporting to the Business Hub Manager, the Communications Officer ensures that all content is published on time and of good quality. They are responsible for all internal communications and for liaising with functions to produce innovative communication solutions.
Summary	<p>Activities:</p> <p>HMPPS Communications provide a cost effective and efficient communications service that helps achieve the establishment strategic objective of protecting the public and reducing reoffending specifically by:</p> <ul style="list-style-type: none"> • Giving staff the information they need to ensure they complete their roles to a high standard. • Helping other stakeholders feel confident in the establishment's ability to achieve its objectives and be advocates for the Agency. • Creating a strong brand. <p>The post holder is also required to promote HMPPS behaviours e.g. promote diversity, decency, safety and reducing re-offending agendas.</p> <p>The Communications Officer will be responsible for creating a cohesive communications platform including: liaising with Functional Heads and central teams; keeping up-to-date distribution lists; facilitating consistent messaging across the establishment; and building our external presence.</p> <p>The post holder will work within the Business Hub, working with the Head of Business Assurance and Business Hub Managers. They will also have regular communication with the Heads of Functions across the establishment.</p> <p>This is a non-operational job with no line management responsibilities. This role is rotational.</p>
Responsibilities, Activities and Duties	<p>The job holder will be required to carry out the following responsibilities, activities and duties:</p> <p>Publishing</p> <ul style="list-style-type: none"> • Publisher for intranet and other internal message boards, including in-cell TVs and internal newsletter publications. • As part of the Business Hub, responsible for uploading content to the intranet. • Ensures the quality of links, images and metadata through regular monitoring and identification of issues and ensuring fixes where appropriate. • Responsible for ensuring the quality of all content is consistent with online guidelines. • Develops working knowledge of all online content management systems used in HMPPS. <p>Channel and Content Management</p> <ul style="list-style-type: none"> • Responsible for regular collation and distribution of messages from the Senior

	<p>Management Team, working with colleagues within the Business Hub to ensure that all necessary communications are sent out.</p> <ul style="list-style-type: none"> Working to set templates, supports the Business Hub in delivering a range of standard newsletters such as NPS and CRC News. This includes writing and proofing. <p>Generic Production</p> <ul style="list-style-type: none"> Provides basic design, typesetting and proofing service for the team. Supports production of communications products and materials as required. Provides assistance in product development on behalf of Functional Heads and supporting the Business Hub Manager in delivering a high quality service to the establishment. Supports delivery of multimedia projects from concept to final delivery e.g. community communications and portals, social media etc. Supports government and industry good practice online guidelines and ensures these are adhered to across establishment communications and the wider organisation. Uses systems to evaluate and maximize prison online coverage such as internet search results and monitoring of external websites e.g. blog-sites, reporting particular issues as required to the planning, research and evaluation manager. Maintains own professional knowledge and keeps abreast of emerging trends. <p>The duties/responsibilities listed above describe the post as it is at present and is not intended to be exhaustive. The job holder is expected to accept reasonable alterations and additional tasks of a similar level that may be necessary. Significant adjustments may require re-examination under the Job Evaluation Scheme and shall be discussed in the first instance with the job holder.</p> <p>An ability to fulfil all spoken aspects of the role with confidence through the medium of English or (where specified in Wales) Welsh.</p>
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Behaviours	<ul style="list-style-type: none"> Changing and Improving Communicating and Influencing Working Together Managing a Quality Service Making Effective Decisions
Strengths	It is advised strengths are chosen locally, recommended 4-8.
Essential Experience	
Technical Requirements	<p>Job holders must complete specific training in their administrative specialism once they take up post.</p> <p>When transferring to a Young Persons establishment the job holder will be required to successfully undertake an assessment to demonstrate suitability to work with Young People.</p>
Ability	<ul style="list-style-type: none"> Able to deal effectively and assertively with staff at all levels Able user of MS Word and MS Excel Information collation and analysis

Minimum Eligibility	<ul style="list-style-type: none"> • All candidates are subject to security and identity checks prior to taking up post. • All external candidates are subject to 6 months' probation. Internal candidates are subject to probation if they have not already served a probationary period within HMPPS. • All staff are required to declare whether they are a member of a group or organisation which HMPPS consider to be racist.
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Hours of Work (Unsocial Hours) Allowances	37 hours per week.
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Success Profile

Behaviours	Strengths It is advised strengths are chosen locally, recommended 4-8	Ability	Experience	Technical
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Changing and Improving		Able to deal effectively and assertively with staff at all levels		Job holders must complete specific training in their administrative specialism once they take up post.
Communicating and Influencing		Able user of MS Word and MS Excel		When transferring to a Young Persons establishment the job holder will be required to successfully undertake an assessment to demonstrate suitability to work with Young People.
Working Together		Information collation and analysis		
Managing a Quality Service				
Making Effective Decisions				