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Summary

Job title	Project Communications Officer
Division	University Administration Services
Department	IT Services
Location	Dartington House, Little Clarendon Street
Grade and salary	Grade 7: £36,024 - £44,263 with a discretionary range up to £48,350 per annum
Hours	Full-time (37.5 hours a week)
Contract type	Fixed term – 2 years
Reporting to	Projects Communications Manager
Vacancy reference	170899
Additional information	Please note: Current programmes the role may be assigned to include those improving digital services for teaching and learning, supporting cyber security, or modernising core technology infrastructure

The role

The Programme and Projects Delivery Group is responsible for the successful delivery of a large capital programme (£60 million over 3 years) plus £100m Digital Transformation programme, working in collaboration with our customers across the collegiate University, and with third party suppliers, to deliver new and enhanced IT solutions to support the delivery of the University's Strategic Plan. This work is carried out through a rolling programme of projects which impact the daily lives of both staff and students.

Ongoing and timely communications are a vital way of ensuring successful adoption of new technology, processes, and new ways of working in the devolved structure of the collegiate University. The Project Communications Officer will manage and co-ordinate communication of these IT-enabled changes across a number of related projects. They will ensure consistency in messages across the projects, working closely with others in the Projects Change and Communications team, and provide efficiency in dissemination, so that stakeholders across the collegiate University receive relevant and timely information about changes that affect them. They will also be responsible for promoting the benefits and value of the University's investment in IT and digital services.

The post holder should have an interest in the business of higher education and an interest in technology-enabled change. Specialist technical knowledge is not required.

The post holder will be skilful at gathering and processing information quickly and making it understandable to a wide range of audiences. They will be able to think strategically about how to communicate key messages as they will be at the forefront of communicating the change to the wider University audience.

The successful candidate will be expected to work independently on their own initiative to engage stakeholders across the University in shaping new services. They may also have some line management and training responsibility to develop Project Communication Assistants.

The post holder will work closely with the IT Services and UAS Communications Teams to support all aspects of change communications, contributing to established staff and student communications channels.

The post-holder will be a point of reference for project teams who may not have any experience of organisation-wide comms, providing expert skills, recommendations and advice on communications, use of appropriate channels etc. The post holder will have to link across departments, working with staff at all levels.

Responsibilities

Programme Communications

- Develop and implement communications strategies and plans for a number of IT projects within a programme, taking into consideration audience requirements, existing and new communication channels, working closely with the relevant delivery teams
- Develop and monitor a variety of different channels for project communications, including, but not restricted to, web, email, newsletters, briefings, and workshops.
- Identify and actively engage with a wide range of stakeholders and audiences, building strong relationships, providing timely and relevant information for these audiences, inviting and responding to feedback and providing opportunities for consultation and involvement.
- Take responsibility for raising and monitoring risks and issues related to communications in line with the Communications Strategy. Develop and implement solutions in consultation with the IT Projects Communications Team and the project teams.
- Act as the first point of contact for communications enquiries about the projects.
- Develop high quality, accurate and consistent communications materials, ensuring they meet style and branding standards of IT Services and the University. Create content for non-specialist audiences ensuring technical details and information can be understood.
- Plan and implement a web presence for projects, internal- or external-facing as appropriate, as per the web content strategy, taking responsibility for content and regular updates.
- Work with the Business Change Managers and Implementation Officers to:
  - Identify relevant stakeholder audiences
  - Provide expertise and recommendations to change and implementation activities
  - Identify collaborative communications and training opportunities
- Create regular updates and present these to senior managers and other internal stakeholder groups
- Plan and implement the evaluation of communications against objectives through web analytics, surveys, focus groups and other mechanisms, analysing results and implementing solutions.
- Maintain a consistent look and 'brand' for projects, in line with IT Services and Digital Transformation branding and in full consultation with the appropriate communications teams

Leadership, management and staff development of the wider Communications team

- Perform line management duties for Project Communication Assistants as part of their development including setting objectives, Personal Development Reviews, monitoring and managing performance, training and dealing with issues proactively and quickly.

Selection criteria

Essential selection criteria

1. Educated to degree level or equivalent relevant work experience.
2. Proven experience in a communications role in a large organisation with multiple stakeholder groups.
3. Demonstrable ability to assimilate complex information and ideas quickly and make them accessible to a wider audience through a variety of communications channels.
4. First rate written skills with the ability to develop high quality, accurate and consistent communications materials, newsletters, leaflets, briefings etc. for non-specialist audiences.

5. A track record of managing and creating content for websites using a content management system.
6. Excellent oral communication and interpersonal skills, with a customer focus and the ability to work with staff at all levels.
7. Ability to work independently in a busy team environment, taking initiative when necessary and prioritising effectively to meet deadlines
8. Drive, enthusiasm and commitment to get involved in all aspects of IT Services projects and IT Services communications.
9. Well organised, methodical, accurate and an eye for detail.

Desirable selection criteria

1. Experience of delivering communications for projects affecting a large user base.

2. Experience of using SharePoint and Drupal

3. Experience of using and evaluating the use of social media to support communications activities

4. Knowledge of teaching and learning environments and systems within Higher Education .

Pre-employment screening
Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven't done so already) we will contact the referees you have nominated. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Please read the candidate notes on the University's pre-employment screening procedures at: https://www.jobs.ox.ac.uk/pre-employment-checks

About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information, please visit www.ox.ac.uk/about/organisation.

IT SERVICES

The role of IT Services is to ensure that the University of Oxford has the robust, reliable, and high-performing IT facilities it requires to support the distinctive needs of those engaged in teaching, learning, research, administration and strategic planning.

IT Services, headed by the University's Chief Information Officer, has around 320 staff across 2 buildings, an annual revenue budget of £22m and an IT capital plan of £60M across three years. The department is divided into groups covering infrastructure services, projects and programmes, software development, and customer services. Our aim is to attract and retain a workforce that is diverse, skilled, creative, and committed. We encourage flexibility in

how we work, and welcome part time and flexible working arrangements. As a department we encourage a culture where we respect each other, are accountable for what we do, where we collaborate, give and receive constructive feedback and challenge one another. IT Services is a place where we value and recognise both our own and the contributions of others. By doing so we want to create a great culture to work in and a place where we all feel we belong.

For more information please visit: http://www.it.ox.ac.uk/

University Administration and Services (UAS)

University Administration and Services (UAS) is the collective term for the professional services departments of the University. UAS comprises structures to:

- support the University's core academic purposes of teaching, learning and research;
- ensure the University can meet the requirements of government, funding bodies and other external agencies; and
- facilitate the attainment of the objectives set out in the University's Strategic Plan.

The offices of the UAS sections are spread across the city centre, with the main University Offices located in Wellington Square.

For more information please visit: http://www.admin.ox.ac.uk

How to apply

Applications are made through our online recruitment portal. Information about how to apply is available on our Jobs website https://www.jobs.ox.ac.uk/how-to-apply.

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

As part of your application you will be asked to provide details of two referees and indicate whether we can contact them now.

You will be asked to upload a CV and a supporting statement. The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants)

Please upload all documents **as PDF files** with your name and the document type in the filename.

All applications must be received by **midday** UK time on the closing date stated in the online advertisement.

Information for priority candidates

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing department(s).

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments).

If you need help

Application FAQs, including technical troubleshooting advice is available at:
https://staff.web.ox.ac.uk/recruitment-support-faqs

Non-technical questions about this job should be addressed to the recruiting department directly hr@it.ox.ac.uk

To return to the online application at any stage, please go to: www.recruit.ox.ac.uk.

Please note that you will receive an automated email from our online recruitment portal to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

Important information for candidates

Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at: https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy. The University's Policy on Data Protection is available at: https://compliance.admin.ox.ac.uk/data-protection-policy.

The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for very senior research posts at **grade RSIV/D35 and clinical equivalents E62 and E82** of 30 September before the 70th birthday. The justification for this is explained at: https://hr.admin.ox.ac.uk/the-ejra.

For **existing** employees on these grades, any employment beyond the retirement age is subject to approval through the procedures: https://hr.admin.ox.ac.uk/the-ejra.

There is no normal or fixed age at which staff in posts at other grades have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

Equality of opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Benefits of working at the University

Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, travel discounts, and a variety of professional development opportunities. Our range of other employee benefits and discounts also includes free entry to the Botanic Gardens and University colleges, and discounts at University museums. See https://hr.admin.ox.ac.uk/staff-benefits

University Club and sports facilities

Membership of the University Club is free for all University staff. The University Club offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See www.club.ox.ac.uk and https://www.sport.ox.ac.uk/.

Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service website includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See https://welcome.ox.ac.uk/

There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependants. See https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme

Family-friendly benefits

With one of the most generous family leave schemes in the Higher Education sector, and a range of flexible working options, Oxford aims to be a family-friendly employer. We also subscribe to the Work+Family Space, a service that provides practical advice and support for employees who have caring responsibilities. The service offers a free telephone advice line, and the ability to book emergency back-up care for children, adult dependents and elderly relatives. See https://hr.admin.ox.ac.uk/my-family-care

The University has excellent childcare services, including five University nurseries as well as University-supported places at many other private nurseries.

For full details, including how to apply and the costs, see https://childcare.admin.ox.ac.uk/

Disabled staff

We are committed to supporting members of staff with disabilities or long-term health conditions. For further details, including information about how to make contact, in confidence, with the University's Staff Disability Advisor, see https://edu.admin.ox.ac.uk/disability-support

Staff networks

The University has a number of staff networks including the Oxford Research Staff Society, BME staff network, LGBT+ staff network and a disabled staff network. You can find more information at https://edu.admin.ox.ac.uk/networks

The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is an organisation run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See www.newcomers.ox.ac.uk.

Oxford Research Staff Society (OxRSS)

A society run by and for Oxford University research staff. It offers researchers a range of social and professional networking opportunities. Membership is free, and all researchers employed by Oxford University are welcome to join. Subscribe at researchstaff-subscribe@maillist.ox.ac.uk to join the mailing list to find out about upcoming events and other information for researchers, or contact the committee on committee@oxrss.ox.ac.uk. For more information, see www.ox.ac.uk/oxrss, Twitter @ResStaffOxford, and Facebook www.facebook.com/oxrss.