

Summary

Job title	Communications Officer
Division	University Administration Services
Department	IT Services
Location	Dartington House, Oxford
Grade and salary	Grade 7 £36,024 - £44,263 per annum with a discretionary range up to £48,350 per annum
Hours	Full time
Contract type	Fixed-term (Maternity leave cover / Secondment
Reporting to	Head of Communications
Vacancy reference	173558
Additional information	<p><i>Whilst this is a full-time post, we welcome applications from candidates who wish to work part-time (minimum 30 hours/0.8 FTE) and/or flexibly.</i></p> <p><i>While the role is a grade 7 position, we would be willing to consider less experienced applicants who are seeking a development opportunity, for which initial appointment would be at a grade 6 with duties adjusted accordingly. This would be discussed with applicants at interview/appointment where appropriate</i></p> <p><i>This would also be suitable for a secondment – please ensure you notify your manager if you are interested in applying.</i></p>

The role

The Communications Office (CO) plays a key role in the delivery and communications of the department's strategy, services and projects. The CO is responsible for developing and implementing effective and coherent integrated communications strategies for IT Services, in order to strengthen awareness, participation and information-sharing within the wider University. The CO is also key in supporting and informing the strategy and objectives of IT Services ensuring departmental staff are informed, motivated and engaged.

IT Services has a vacancy for an appropriately experienced Communications Officer. The post reports to Head of Communications and will work closely with colleagues across IT Services, staff in other Communications teams in the University, and some external suppliers.

The post holder will be a skilled news writer, gathering and processing technical information quickly and making it accessible to a wide range of audiences. They will be able to think strategically about how to communicate in order to deliver agreed objectives, to create and execute plans efficiently, and to evaluate the outcomes. They will have experience of managing communications via digital and traditional channels and be skilled at targeting messages to particular audiences. The successful candidate will be expected to work independently on their own initiative.

Maternity leave cover post

This post is to cover the absence of the substantive postholder, who is taking a period of maternity leave. The post is available on a 14-month basis or the actual return of the substantive postholder, or the resignation of the substantive postholder and employment of a new postholder, whichever is the earliest.

Responsibilities

- Assist the Head of CO in the development of the Communications Strategy and Plan, with a particular focus on **either** internal (departmental) or external (wider University and beyond) communications aspects, taking into consideration stakeholder and audience requirements, existing channels available to the team and the need to establish new ones.
- Implement the Communications Strategy and Plan, proactively advising managers and staff on how communications can support the IT Services strategy and objectives, ensuring both internal staff and the wider University are informed and engaged.
- Develop and monitor a variety of different channels for IT Services communications, both internal and external including, but not restricted to, web, email, intranet, newsletters, social media, face-to-face 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.
- Develop high quality, accurate and consistent communications materials, newsletters, leaflets, reports, presentations etc., distributing them via appropriate channels and 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 the evaluation of communications against objectives through web analytics, surveys, focus groups and other mechanisms, analysing results and implementing solutions.
- In association with other team members, maintain and develop the IT Services website. Ensuring content is engaging, accurate, current and regularly updated. Also make recommendations for improvements and make use of any new technological developments where appropriate.
- Manage, maintain and further develop the content and structure for the IT Services staff intranet in SharePoint, supporting teams to develop their own pages as appropriate.
- Write, edit and produce a regular staff newsletter, sourcing content to keep staff updated on all aspects of IT Services work and social activities.
- In collaboration with other team members maintain a Communications Toolkit to support teams, services and projects to effectively manage their own communications, publicising this to staff through briefings and brief presentations.
- Plan and coordinate staff briefings, away days and events working closely with the senior management team and other relevant staff.
- Assist with the development and management of IT Services presence on social media.

- Responsible for raising and monitoring risks and issues related to communications in line with the Communications Strategy. Develop and implement solutions in consultation with the CO and relevant teams.
- Support the communications for the Major Incident or Crisis Communications process, following agreed guidelines and templates.
- Contribute to the preparation of the annual CO budget.
- Participate in external networks for the benefit of IT Services, sharing knowledge and news.
- Carry out other appropriate duties from time to time as required.

Selection criteria

Essential selection criteria

1. Educated to degree level or equivalent relevant work experience.
2. Experience in a communications, marketing, or PR role in a complex organisation with multiple audiences.
3. First rate written skills and attention to detail – with the ability to write about technical details to non-specialist audiences, making them accessible to a wider audience.
4. A track record of managing and creating content for websites using a content management system.
5. Experience of using social media tools effectively for outreach and engagement.
6. Competence in the design and production of communications and marketing materials for print and presentations.
7. Excellent oral communication and interpersonal skills, with a customer focus and the ability to work with staff at all levels.
8. Ability to work in a busy team environment as well as working independently, taking initiative when necessary and prioritising effectively to meet deadlines.
9. Drive, enthusiasm and resilience to deliver all aspects of IT Services communications.
10. Proficiency working with the Microsoft suite of applications.

Desirable selection criteria

1. Professional qualifications in communications or marketing.
2. Experience of using SharePoint.
3. Experience of using Drupal.
4. Experience of using Google Analytics.
5. Experience in a Higher Education environment.

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>

Hazard-specific / Safety-critical duties

This job includes hazards or safety-critical activities. If you are offered the post, you will be asked to complete a health questionnaire which will be assessed by our Occupational Health Service, and the offer of employment will be subject to a successful outcome of this assessment.

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.