



Job Description

Job title	Digital Communications Assistant
Division	Social Sciences Division
Department	Social Sciences Divisional Office
Location	Social Sciences Divisional Office, Hayes House 75 George Street Oxford, OX1 2BQ
Grade and salary	Grade 05S: £28,759 - £33,966 per annum
Hours	Part-time (0.6 FTE)
Contract type	Fixed-term until 31 July 2026
Reporting to	Digital Communications Manager
Vacancy reference	173782
Additional information	Hybrid working arrangements will be considered in consultation with the line manager, but with the expectation of full-time staff working at least two days per week based in the Divisional Office or occasionally in client/departmental offices across central Oxford.

The role

This role is part of the Connected Communications Service (CCS), a shared service communications team that sits in the Social Sciences Division and the only team of its kind at the University of Oxford. Essentially, we act as an internal communications consultancy for the departments in the Social Sciences Division who have signed up to our services.

Departments can buy into the CCS team on a retained model, providing consistent and predictable delivery of their ongoing communications needs. We currently work like this for four departments and the Social Sciences Division, covering a mixture of external, internal, alumni and digital communications, and event assistance. In addition, we can engage on an ad-hoc advisory basis for special projects or strategic communications consulting.

This role is based in the divisional office and our client/ departmental offices – but we also embrace remote working as team. The Digital Communications Assistant will work with the Digital Communications Manager who is the channel specialist for digital communications in the CCS and has responsibility for the maintenance of the websites and social media channels for the clients who use the



CCS.

The post holder will have an understanding of digital communications, with experience working with content management systems, and knowledge of social media.

Content creation

The Digital Communications Assistant will support multiple digital communications channels and will draft content for them. These channels include websites, intranets (on SharePoint Online), social media and newsletters. The post holder will also support with the creation of visual content – either images or videos.

Digital platform support

The Digital Communications Assistant will support the Digital Communications Manager with managing social media channels, editing content on websites and intranets (on SharePoint Online), whilst maintaining the CCS service level agreements.

Event digital communications support

The Digital Communications Assistant will support digital communications for client events. This will include supporting the marketing of these events online, and if relevant setting up online events, liaising with speakers, and supporting the events on the day (online). On some occasions this will also involve captioning and uploading event recordings onto websites, ensuring necessary permissions are collected and stored and the recordings are accessible.

Responsibilities

1. Draft and proofread content for the client's internal and external communications channels, including print, digital and social media platforms.
2. Contribute to the implementation of the client's communications strategy, including planning and scheduling content distribution, and uploading content to the department's intranet, website and/or social media feeds.
3. Work with colleagues in the department to identify opportunities for communications content.
4. Assist with the production of digital promotional materials for communications activities, including coordinating with speakers, designers, suppliers, etc. as necessary.
5. Support the creation and maintenance of websites, ensuring they meet current UK accessibility regulations.
6. Assist in the evaluation of communications activities through a range of tools such as online surveys, feedback forms, and digital analytics.
7. Assist with the digital communications of events, for example using online events platforms, liaising with senior and high-profile external and internal speakers to collate speaker bios and producing digital communications content (written and visual) to promote the event.

8. Support the technical preparation of online events, including setting-up events on Zoom or Teams. Edit recordings post-event (when recorded) to be posted online in line with accessibility requirements.

9. Work with communications team to ensure that all client communications follow the University's guidelines on branding.

10. Participate in the University's Communication Officers network and/or other relevant networks/groups, and liaise with colleagues within the department and in other parts of the University as necessary.

11. Coordinating with the other channel specialists, the Digital Communications Manager and the Internal Communications Officer, to ensure that digital communications is integrated with departmental communications, led by the Departmental specialist.

12. Other responsibilities as commensurate with the grade.

Selection criteria

Essential

1. Educated to A-level or equivalent professional experience.
2. Demonstrable experience of digital communications delivery.
3. Excellent writing skills and attention to details.
4. Excellent interpersonal skills, with an ability to communicate clearly with stakeholders.
5. Organisation and administrative skills.
6. Competent using a range of computer-based and online applications (such as content management systems like Drupal, and Microsoft programmes especially Outlook, Teams and SharePoint Online).
7. Able to organise own workload with multiple requests and work to deadlines.
8. Experience of working in an agency or a client facing role.
9. Experience of using online event platforms, such as Zoom Webinar, Eventbrite or Teams Live.

Desirable

1. Experience working in a large organisation and/or in higher education.
2. Experience of using digital design applications, such as Adobe InDesign or Canva.
3. Experience of video editing software.
4. Knowledge or interest in Social Sciences.

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.

The Social Sciences Division

The University's academic departments and faculties are organised into four large groups known as Academic Divisions (Social Sciences, Mathematical, Physical and Life Sciences (MPLS), Medical Sciences, and Humanities). The divisions are responsible for academic strategy and operational planning, oversight of the teaching and research of their constituent departments and faculties, and for personnel and resource management. The social sciences at Oxford are distinctive for both their depth and breadth, with over 1,100 academic and research staff working across fifteen departments, faculties and schools. The Head of the Social Sciences Division is Professor Timothy Power.

The Division is a world-leading centre of research and education in the social sciences. The Times Higher Education (THE) University Rankings returned the University of Oxford to the number one spot in the world for Social Sciences in 2022. We have placed first in three of the last five years (2018, 2019 and 2022).

More than 800 researchers were returned to Main Panel C (Social Sciences) for REF 2021 across a diverse range of subject area 'units of assessment' – from geography and business to archaeology and law. Over 55% of the research submitted from the Division was judged to be world-leading (4*, the highest score available). More than two-thirds (69%) of the research's impact was also recognised as world-leading (4*). Research from across the Division was also submitted to subject areas across Panels A (Medicine, health and life sciences), B (Physical sciences, engineering and mathematics), and D (Arts and Humanities), highlighting the enormous breadth and diversity of research expertise across the Division.

Our academic and research staff and students are international thought leaders, generating new evidence, insights and policy tools with which to address some of the major global challenges facing humanity, such as sustainable resource management, poverty and forced migration, effective governance and justice. Particular research highlights in recent years have included [COVID-19](#) and [Climate Change](#). As well as active interdisciplinary links with researchers in other divisions at Oxford, we engage and collaborate extensively with other universities and a wide range of governmental and non-governmental practitioner communities such as law, business, public health and welfare, international development and education around the world. The Division has an extensive portfolio of external funders, partners and supporters, with competitively-awarded external research income exceeding £50 million per year and philanthropic income over £25 million a year.

As part of our commitment to equality of opportunity, eleven of our departments have achieved Bronze awards under the Athena Swan Charter (a UK accreditation scheme recognising organisations' commitment to equality and diversity, particularly in gender). Our School of Geography and the Environment holds an Athena Swan Silver award. In February 2023, for the first time, the University as a whole was awarded an institutional Athena Swan Silver award, acknowledging the progress that has been made in addressing a number of gender gaps across the University over the last five years.

The Division delivers an exceptional range of high-quality educational programmes all underpinned by the innovative research being undertaken by our academics. The student body is made up of over 2,000 undergraduate students, nearly 3,000 students studying postgraduate taught programmes and 1,200 postgraduate research students. The programmes we offer are wide-ranging, often interdisciplinary and include professionally-oriented provision in areas such as business, law and education. The Division is home to several of Oxford's most widely recognised teaching programmes, such as Philosophy, Politics and Economics (PPE) at undergraduate level; and at the Masters level programmes such as the Bachelor in Civil Law (BCL), Environmental Change and Management, International Relations, and Social Data Science.

For more information, please visit: www.socsci.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 at recruitment@socsci.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.

Interview expenses

We are able to reimburse reasonable travel expenses incurred by candidates attending an interview in Oxford. We encourage the use of public transport wherever possible. Please note that we do not offer reimbursement for flights, accommodation, or meals.

For further information please review the [claimant guide for travel expenses](#) and guidance on [how to claim expenses](#). If you have any questions about what expenses can be met please contact us before incurring any costs.

Please submit your claim and receipts within one month of the interview date (the guide sets out the evidence required) to recruitment@socsci.ox.ac.uk.

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**, which with effect from 1 October 2023 will be 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, flexible working options, travel discounts including salary sacrifice schemes for bicycles and electric cars and other discounts. Staff can access a huge range of personal and professional development opportunities. See <https://hr.admin.ox.ac.uk/staff-benefits>

Employee Assistance Programme

As part of our wellbeing offering staff get free access to Health Assured, a confidential employee assistance programme, available 24/7 for 365 days a year. Find out more <https://staff.admin.ox.ac.uk/health-assured-eap>

University Club and sports facilities

Membership of the University Club is free for University staff. It 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 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

We are a family-friendly employer with one of the most generous family leave schemes in the Higher Education sector. Our Childcare Services team provides guidance and support on childcare provision, and offers a range of high quality childcare options at affordable prices for staff. In addition to 5 University nurseries, we partner with a number of local providers to offer in excess of 450 full time nursery places to our staff. Eligible parents are able to pay for childcare through salary sacrifice, further reducing costs. See <https://childcare.admin.ox.ac.uk/>. We also subscribe to the Work+Family Space, a service that provides practical advice and support for employees who have caring responsibilities for dependants of all types. See <https://hr.admin.ox.ac.uk/my-family-care>

Supporting disability and health-related issues (inc menopause)

We are committed to supporting members of staff with disabilities or long-term health conditions, including those experiencing negative effects of menopause. Information about the University's Staff Disability Advisor, is at <https://edu.admin.ox.ac.uk/disability-support>. For information about how we support those going through menopause see <https://hr.admin.ox.ac.uk/menopause-guidance>

Staff networks

The University has a number of staff networks including for research staff, BME staff, LGBT+ staff, disabled staff network and those going through menopause. Find out more at <https://edu.admin.ox.ac.uk/networks>

The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is 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.

Research staff

The Researcher Hub supports all researchers on fixed-term contracts. They aim to help you settle in comfortably, make connections, grow as a person, extend your research expertise and approach your next career step with confidence. Find out more <https://www.ox.ac.uk/research/support-researchers/researcher-hub>

Oxford's Research Staff Society is a collective voice for our researchers. They also organise social and professional networking activities for researchers. Find out more <https://www.ox.ac.uk/research/support-researchers/connecting-other-researchers/oxford-research-staff-society>