

Summary

Job title	Communications Officer
Division	UAS
Department	Estates Services
Location	The Malthouse, Tidmarsh Lane, Oxford, OX1 1NQ
Grade and salary	Grade 6: £33,832 - £39,705 per annum
Hours	Full time (37.5 hours per week)
Contract type	Fixed-term 12 months (can also be offered as a secondment opportunity)
Reporting to	Communications Manager
Vacancy reference	175509
Additional information	<i>Based at The Malthouse, but with the opportunity to work remotely</i>

The role

Reporting to the Communications Manager and working closely with other members of the team, this varied supports the communications activities of Estates Services across a diverse range of services. This is a fixed term role covering for maternity leave so hitting the ground running in a busy environment will be an essential skill.

In this role you will provide generalist communications support across a number of disciplines including websites, print and events. The role will also act as an account manager for a number of teams in Estates Services where you will be responsible for managing the relationship with those teams allocated to you. You will work in a supportive and collaborative capacity to help those teams to achieve their communication goals and output managing a range of end-to-end communication campaigns and activities including events and supporting materials.

You will also support internal staff communication and engagement activities, delivering a comprehensive programme to develop internal communication initiatives designed to support the customer service culture within Estates Services and encourage sharing of knowledge between teams. You will be expected to work to the service standards set by the team and for all Estates Services staff.

Responsibilities

The Communication Officer's responsibilities will include but may not be limited to:

General

- Implementing the Estates Services' communications plans to meet the requirements of internal customers and the Department
- Producing materials to communicate what Estates Services does and why it is important
- Identifying and compiling items/stories for newsletters, intranet and Teams posts etc.



- Write, edit and proofread various communications materials for broad audiences, including newsletters, blog posts, briefings and reports.
- Utilise digital design skills (Microsoft 365 or Canva) to produce a range of Estates Services materials, including posters, flyers, other printed materials etc. or work with external designers where necessary.
- Build and manage relationships with teams across Estates Services but more specifically with those client teams for which the post holder acts as an account manager
- Maintain regular communication with clients and work with communication colleagues to deliver results.
- Ensure that departmental communications follow the University guidelines on branding and encourage others to use them.
- Disseminate information from all areas of the Department and the wider University.
- Supporting team colleagues in the delivery of communication events, such as conferences and briefings.
- Provide reactive communications support to customer requests, monitoring the team inbox and responding in a timely manner.
- Any other relevant tasks as requested by the Communication Manager and/or the Deputy Head of Business Administration.
- Be an active member of the University's Communication Officers network and/or other relevant networks/groups to share information, promote best practices and ensure cross-University communications are coordinated.

Web & Digital Media

- Support with the ongoing updates and development of all Estates Services websites
- Produce electronic newsletters (Adestra) for teams within Estates Services
- Experience using Microsoft 365 Teams channels, running virtual Teams events (Teams live), creating MS Forms, and updating SharePoint online.
- Ensure any new and existing content on Estates Services websites meets accessibility legislation.

Social Media

- Providing guidance and support to teams in professionally managing social media channels such as Twitter, LinkedIn, and Instagram
- Developing content for multiple social media channels
- Support with delivering the social media strategy for Oxford University Event Venues (OUEV)
- Providing expert, best practice advice and guidance to users on setting up and managing social media channels (including monthly updates on industry developments).

Management, administration, and technical support

- Excellent interpersonal skills, including diplomacy, the ability to inspire the confidence of senior colleagues, and experience of successful collaboration and team working with people of diverse professional, national and cultural backgrounds.
- Providing advice, guidance and sign-off on adherence to the University's branding guidelines in producing Estates Services materials.

Selection criteria

Essential selection criteria

- Extensive first-hand experience in an internal communication role
- Experience in using a variety of communication channels
- Excellent advisory skills and confidence in giving advice and information to senior managers
- Proven experience in an account management role
- Highly motivated individual, positive and enthusiastic in approach and attitude with a professional demeanour and presentation

- Demonstrable experience in website content management, event organisation, undertaking surveys and producing print – including liaison with design and print suppliers
- Experience working with several customer groups at once
- Experience working in a customer service environment
- Experience in event management, both internal and external
- Competent in the use of communications resources and applications, such as image libraries, e-newsletter tools and presentation software
- Resourcefulness and readiness to take initiative
- Demonstrated ability to work effectively and flexibly to deadlines, remaining calm and effective under pressure
- Ability to maintain productive working relationships
- Ability to assimilate and analyse complex information and ideas quickly, identify issues and risks and translate these into accessible communications
- Well organised with a sense of urgency, showing the ability to prioritise and handle multiple tasks simultaneously while meeting competing deadlines
- Experience in using measurement and evaluation tools, such as web analytics and online surveys, to inform the communication strategy
- Creative thinker and ideas person who can demonstrate the ability to identify different solutions to communication needs
- High level digital/media skills in the use of website content management systems, social media and other tools and software, including analytics, image libraries, survey tools
- Proven experience in the strategic and functional development of websites and social media channels
- Extensive and proven knowledge of copywriting/editing either in an internal communication or media environment
- Experience in writing for a variety of face-to-face, online and print communications channels, including email, web, newsletters, briefings and workshops

Desirable selection criteria

- Professional qualification in public relations or marketing
- Experience working in 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. If you have previously worked for the University we will also verify key information such as your dates of employment and reason for leaving your previous role with the department/unit where you worked. 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.

Estates Services

Estates Services is responsible for the management and strategic direction of Oxford University's functional and commercial estate within Oxfordshire. This comprises some 450 buildings and the infrastructure associated with them.

Estates Services has a broad and diverse remit covering:

- Development of the University's Estate Strategy
- Management of the University's functional estate (which includes laboratory and teaching facilities, offices, museums, and libraries) and housing for graduate students and staff;
- Facilities Management for a growing number of University buildings
- Management of the University Parks and Wytham Woods
- Management of the University's commercial, agricultural and residential land and property assets
- The development of all capital building projects, running at around £60m - £90m per annum
- Repairs and maintenance of buildings and infrastructure (except IT and Telecoms)
- Programmes of refurbishment, replacement and minor works
- Reactive maintenance via the Helpdesk
- Environmental sustainability
- Space management and maintenance of space and property records
- Maintenance of a safe and secure physical environment for staff, students and visitors by Security Services.

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

University Administration and Services

University Administration and Services (UAS) is the collective term for the central administrative 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 recruitment.support@admin.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, 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>