

Summary

Job title	Communications Officer
Division	Academic Administration Division (AAD)
Department	Student Welfare and Support Services
Location	3 Worcester Street, Oxford OX1 2BX
Grade and salary	Grade 6 Starting salary £34,982 rising incrementally to £40,855 per annum pro rata
Hours	Full Time 0.1FTE Further discussion on working hours, including the potential for a 4-day workweek, will be considered for the right candidate
Contract type	Permanent
Reporting to	Departmental Administrator
Vacancy reference	177505
Additional information	

The role

The overall purpose of this role is dealing with the day-to-day operational communications work of the department, ensuring delivery of a range of communications activities within the department communications plan. The core activities of the role are:

- Resolving stakeholder content and communications requirements, demonstrating proactive problem-solving skills
- Participating in collaborative decision-making in communications processes, suggesting and implementing enhancements to existing procedures
- Taking ownership of the quality assurance within a designated area, establishing and refining protocols as necessary
- Conducting detailed evaluation and analysis of communications activity, producing concise reports and factual documentation to support informed decision-making for future communications strategies
- Contributing to content creation and copywriting, ensuring accuracy and relevance of content

Flexible working

Current department policy is that staff may work from home for up to 60% of their contracted hours, subject to operational requirements and weekly pattern agreed in advance.

Responsibilities

1. Write, edit and proofread a variety of communications content and outputs for a range of channels/platforms such as websites, social media posts, newsletters, blogs, videos or campaign content.



2. Deliver specific, defined communications plans and activities as required, in line with priorities.
3. Contribute to the planning and creation of new content, ensuring alignment with the departmental and divisional communications strategy.
4. Manage the ongoing maintenance of relevant websites/pages, generating ideas for content and managing day-to-day updates.
5. Lead the production and project management of communications/promotional materials for a range of communications activities, using a range of internal and external channels and adhering to University and/or department brand guidelines.
6. Take a lead role in organising in-person, online or hybrid communications events eg internal briefings and meetings.
7. Act as point of contact for less experienced team members, providing day-to-day guidance
8. Support the effective monitoring and evaluation of communications activity/campaign performance, using appropriate analytics, to suggest ideas for improvements to communication efforts and future strategy eg by monitoring and analysing media coverage and campaign effectiveness.
9. Support effective management of the department's communications budget, ensuring orders and invoices are documented and projects are delivered within budget.
10. Keep up to date with relevant external regulations and requirements, including UK GDPR (General Data Protection Regulation) and PECR (Privacy and Electronic Communications Regulations) legislation.
11. Be an active member of the University's Communications Community of Practice and/or other relevant networks/groups, to share information, promote best practice and ensure a coordinated approach to cross-University communications.
12. Foster positive and collaborative working relationships with colleagues and department stakeholders to promote the positive reputation of the department.
13. Identify, plan and coordinate media relations activities in collaboration with the University News, Research & Innovation News teams and Social Media teams in the Public Affairs Directorate as appropriate and assist in developing media strategies and identifying new opportunities for external engagement.
14. Write and disseminate content for press releases and maintain an up-to-date database of media coverage.
15. Work closely with the Academic Administration Division's Senior Communications Manager to ensure consistency and relevance in all communications activities.

Selection criteria

Essential selection criteria

1. A good general level of education (A-level or equivalent professional experience)
2. Demonstrable experience of contributing to print and digital communications activities, social media content and supporting media relations activity
3. Excellent writing skills and attention to detail
4. Excellent interpersonal skills, with an ability to communicate confidently and clearly to internal and external stakeholders
5. Ability to organise events and make administrative arrangements
6. Ability to work independently, with minimum supervision and a willingness to resolve situations and make judgements about when to refer issues to other team members
7. Good IT skills and competency across Microsoft packages and experience across a range of standard communications software eg content management systems, digital content creation/graphic design software, video/image/audio editing software, social media, media monitoring and database software
8. Demonstrable commitment to equality, diversity and inclusion considerations in communications
9. Demonstrable awareness and understanding of the role of AI and digital developments in communications today

Desirable selection criteria

n/a

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 have not 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 innovative. Oxford is one of Europe's most entrepreneurial universities and we rank first in the UK for university spinouts, 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 fantastic 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.

Student Welfare & Support Services

Student Welfare and Support Services (SWSS) includes the Counselling Service and the Disability Advisory Service. The services are located within the same building and work collaboratively to provide coherent and easily accessible support to all students.

The Counselling Service was established in 1972 to complement the sources of assistance made available in college or through the college doctor system for those students who, suffering from psychological distress or personal problems, wish to seek help from a professional counsellor and who, in particular, wish to seek confidential help independently of their colleges. The service was expanded in 1990 and in the past ten years has been further expanded in response to identified need. The service sees in the region of 3200 students each year with an average of 3.5 individual sessions per student.

For more information please visit www.ox.ac.uk/students/welfare/counselling.

The Disability Advisory Service (DAS) provides information and advice on the way in which a particular disability may impact on a student's experience at the University and assists with organising disability-related study support. It also provides support and guidance to colleges and departments on a wide range of disability issues. The DAS includes the Oxford University Assessment Centre (OUAC) which provides study needs assessments for students applying for Disabled Students' Allowance (DSA).

For more information please visit www.ox.ac.uk/students/welfare/disability.

The Peer Support Programme was developed by the Counselling Service in the early 1990s in recognition of the essential role students play in supporting and encouraging one another on a day-to-day basis throughout their time at university. The Programme seeks to better equip students for this role, enabling them to feel more confident in supporting their peers, work closely with College/ Departmental/ Divisional welfare and become more aware of other professional support networks/ services available to them.

Since its launch, it has been embraced by University of Oxford reviews as an integral part of its welfare provision <https://www.ox.ac.uk/students/welfare/peersupport>

The Sexual Harassment and Violence Support Service is an award-winning provision for survivors regardless of age, gender or sexual orientation who have been affected by any form of sexual harassment or violence. The Service is a survivor-only provision and has its own dedicated safe space providing free support and advice to current Oxford students, along with a safe place to be heard, independent of college or department.

<https://www.ox.ac.uk/students/welfare/supportservice>

Mental Health Awareness Training

The Training Development Coordinator has developed a programme of Mental Health Awareness training, building on our existing “Supporting Students in Distress” course. This entails identifying the training needs of staff in a range of roles across the collegiate university, designing the structure and content of a set of courses to meet these needs.

Academic Administration Division

The Academic Administration Division (AAD) is the University’s group of services focused on students and learning. We provide support and information that students need to thrive in their academic and personal lives and encourage the professional and educational development of our staff. We operate in close collaboration with colleagues in central, divisional, departmental, and college administration, as well as with academic staff and students.

The AAD’s work supports the student career from pre-admission through to graduation and beyond and promotes the development of coherent systems and services across Oxford to underpin this. We focus on:

- Student recruitment: Attracting the best undergraduate and postgraduate students through outreach and admissions and advising students through the admissions process.
- Student services: Offering high-quality services to students once they arrive at Oxford, including counselling and disability services, sports, language courses, a careers service, and fees and funding.
- Student administration: Managing the University’s student data, registration, examinations, and degree ceremonies, advising on visas and immigration; and developing our student systems.
- Educational policy: Helping to develop and implement educational policies, upholding legislation, and providing quality assurance.

We also support academic and professional staff and the wider Oxford community through our language, sport, and professional and educational development services.

The AAD comprises: the Careers Service, Education Policy Support, Graduate Admissions, the Language Centre, the Oxford Learning Institute, Fees and Funding, Student Registry, Student Systems, Student Welfare and Support Services, Undergraduate Admissions and Outreach, and University Sport. They are supported by two professional support functions: AAD Administration and AAD Communications.

For more information, see: www.admin.ox.ac.uk/aad

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 based on 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.

If you currently work for the University please note that:

- as part of the referencing process, we will contact your current department to confirm basic employment details including reason for leaving
- although employees may hold multiple part-time posts, they may not hold more than the equivalent of a full-time post. If you are offered this post and accepting it would take you over the equivalent of full-time hours, you will be expected to resign from, or reduce hours in, your other posts(s) before starting work in the new post.

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
administrator.swss@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.

Essential 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 must 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 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 vast 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 (see <https://hr.web.ox.ac.uk/family-leave>). 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 several local providers to offer more than 450 full time nursery places to our staff. Eligible parents can pay for childcare through salary sacrifice, further reducing costs. See <https://childcare.admin.ox.ac.uk/>.

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 several 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>