

CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL JOB PROFILE

DEPARTMENT: Chief Executive	SERVICE GROUP: WYPF
POST TITLE: Communications Assistant	REPORTS TO: Head of Communications
GRADE: Band 7	SAP POSITION NUMBER :

The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis. For posts where employees speak directly to members of the Public the post holder is required to demonstrate their ability to speak fluently in English.

As a candidate you will be expected to demonstrate your ability to meet the special knowledge, experience and qualifications required for the role by providing evidence in the application form for the purpose of shortlisting. Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column of this section.

The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

Both sets of competencies will be used at interview stage and will not be used for short listing purposes.

Key Purpose of Post:

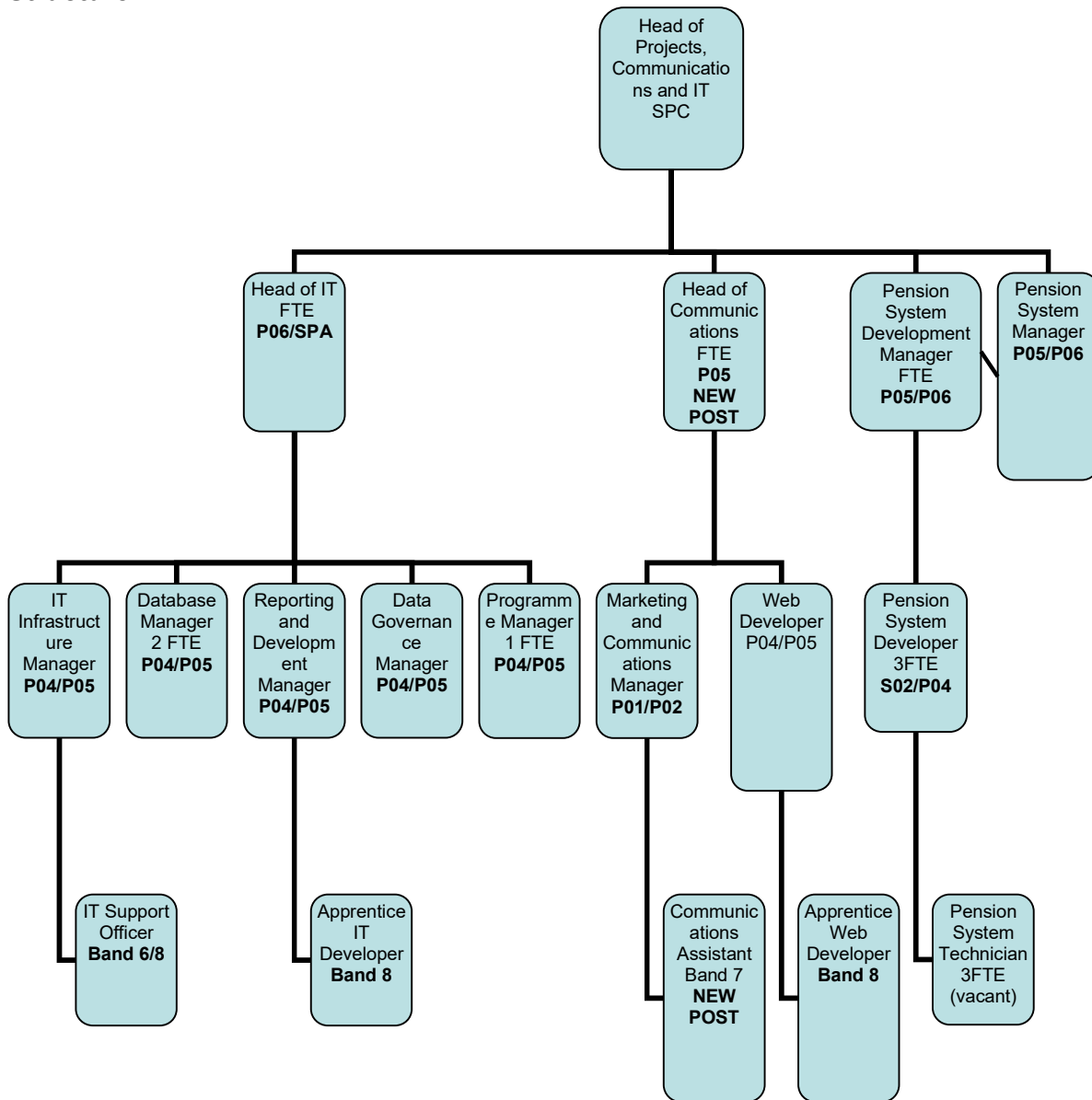
To provide clerical and general assistance to the senior colleagues, scheme employers and clients in the Local Government Pension Scheme and other pension schemes administered by WYPF.

Acquire and apply knowledge of the pension schemes and associated legislation to assist in the update of WYPF website information.

Undertake a range of administrative tasks as allocated and actively participate in a range of Employer related activities

Main Responsibilities of Post:

1. Assist in the development of new working practices and technologies in line with changing service needs, legislation as related to Employers and Clients.
2. Organising catering for meetings and courses held at WYPF offices.
3. Assist in monitoring the accuracy of our website content and highlighting the need for updates.
4. Assist with the creation and maintenance of employer guides/factsheets and other communication materials with a focus on website material.
5. Respond to enquiries and provide an effective service and clear advice to colleagues, Employers and Clients.
6. Develop customer service skills and an understanding of the requirements of the different types of client to deal with them in a courteous and professional manner at all times.
7. Manage own allocated workload, prioritising work and working to strict deadlines, with a minimum of supervision, undertaking other urgent work if required to do so by Team Manager.
8. Assist team members with some of the tasks relating to their areas of work, to assist in own learning and training in these tasks.
9. Understands own contribution to service outcomes, consistently performing well whilst under pressure and in the face of change.
10. Understand the principles and requirements of the Data Protection Act and apply these to the handling of confidential information regarding scheme members and employers, on a daily basis.
11. Correctly apply WYPF's Quality system where it impacts on his/her area of work and identify any deficiencies in the system to own supervisor or Team Manager.
12. Assist the Team Manager to identify and assess personal development requirements through participation in performance appraisal.

Structure:**Special Knowledge Requirement.**

	Essential
Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column.	
Due to the Governments Fluency in English Duty for posts where employees speak directly to members of the public the post holder is required to meet the Lower threshold level – where the person is able to demonstrate that they can during the interview: a) Use a wide range of simple words and a standard English sentence structure to express much of what they want to. b) Maintain a conversational flow even though they pause to think of the correct words or sentence structure in order to express themselves.	x

Carries out a variety of working practices, applies complex regulations, rules, procedures and processes across a technical / specialist area	
Uses knowledge of Health, Safety and Environmental policies, - procedures and regulations including risks in own area of work	x
Uses a range of complex IT packages relating to area of work	
Ability to adopt a process of continual improvement and suggest ways of working more efficient and effectively to improve service delivery.	x
Knows and understands how to use, interpret, handle and communicate information	x
Demonstrate ability to work with a high degree of accuracy across a range of activities	x
Knowledge of communication techniques and technologies	
Demonstrate understanding of the use of digital communications and social media networks for internal and external communications.	
Demonstrate understanding of how marketing and communications can improve service delivery and save money.	x
Able to deal with internal and external customers both face to face and over the telephone applying an awareness of data protection and security protocols.	
Relevant experience requirement:	
Experience of organising events/meetings At least 2 years experience of the LGPS or other pension schemes At least 1 years experience in pension scheme communication activities	
Relevant professional qualifications requirement:	
5 GCSE's (including Maths and English) or equivalent	
Core Employee competencies to be used at the interview stage.	
Carries Out Performance Management	
Covers the employee's capacity to manage their workload and carry out a number of specific tasks accurately and to a high standard.	
Communicates Effectively	
Covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships; giving advice and guidance; counselling, negotiating and persuading and handling private, confidential and sensitive information.	
Carries Out Effective Decision Making	
Covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self effectiveness and any requirements to quality check work.	
Undertakes Structured Problem Solving Activity	
Covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking; developing practical solutions; applying problem solving strategies and managing interpersonal relationships.	

Operates with Dignity and Respect		
Covers promoting equality, treating all people fairly and with dignity and respect, maintains impartiality/fairness with all people, is aware of the barriers people face.		
Working Conditions:		
Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions.		
Special Conditions:		
There is a requirement for the post to have recruitment checks such as DBS, Warner Process.		
Compiled by: Date:	Grade Assessment Date: July 2020	Post Grade: Band 7