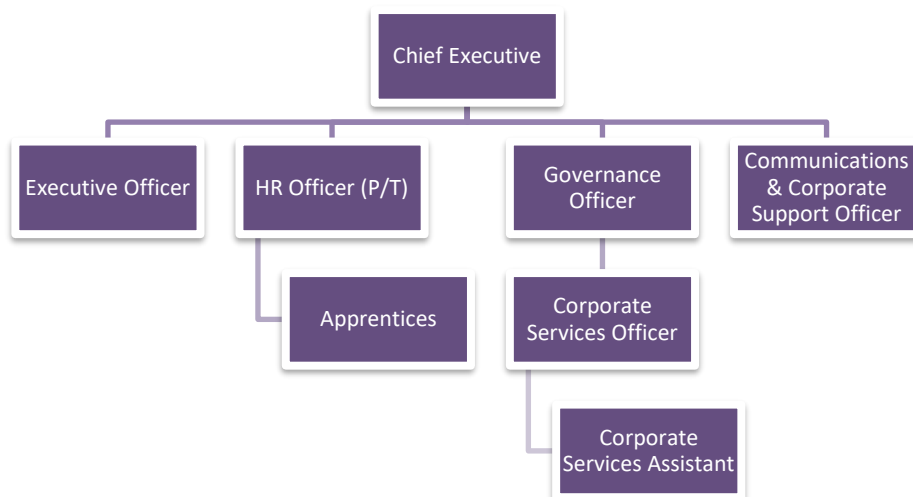


JOB DESCRIPTION

Job Title:	Communication & Corporate Support Officer		
Department:	Executive Team	Post Reference:	E211
Date:	April 2027		
Grade:	D	Hours	35 Hours
Responsible To:	Chief Executive		
Responsible For:	None		
Reporting Office:	Stornoway		
Area Covered:	N/A		

MAIN PURPOSE OF POST

Responsible for ensuring the effective delivery of the Partnership's communications, engagement and corporate support functions. Co-ordinating corporate events, develop and manage media and digital content, assist with public relations activities, support internal and external communication and provide high quality administrative support to the Executive Office.



Key Responsibilities of the Post

Corporate Responsibilities

- 1.1 Represent the Partnership positively in its dealings with appropriate regulatory bodies, partners and contractors
- 1.2 Embrace and promote the principles of tenant empowerment in all aspects of the post's duties
- 1.3 To comply with all the Partnership's policies and practices with particular regard to HSAW, Equal Opportunities and Confidentiality

Communications & Public Relations

- 2.1 To assist in the development, implementation and monitoring of the Partnership's communication strategy
- 2.2 To draft and distribute press releases, media statements and corporate announcements to selected media and develop good working relationships with them.
- 2.3 To be responsible for the Partnership's social media presence, including digital analytics
- 2.4 Work with the Tenant Engagement officer to produce the Partnership's regular tenants newsletter
- 2.5 Assist with managing the Partnership's reputation and public profile
- 2.6 Monitor media coverage and prepare reports on relevant issues and emerging stories
- 2.7 Develop engaging content for newsletters, publications and stakeholder communications

Website & Digital Content

- 3.1 Maintain and regularly update the organisation's website ensuring the online content is accurate, current and consistent with organisational branding
- 3.2 Create and publish content including news stories, case studies, tenant information and corporate updates
- 3.3 Support the development of digital campaigns and promotional materials
- 3.4 Produce and edit basic digital media content including graphics, photographs and videos where appropriate
- 3.5 Monitor website and social media engagement performance and provide reports and recommendations

Corporate Events & Engagement

- 4.1 Organise and coordinate corporate events, opening of new developments, conferences, consultations and work with the Tenant Engagement Officer on tenant events and stakeholder meetings
- 4.2 Manage event logistics including venues, invitation, registration, catering and promotional materials
- 4.3 Attend events as required and assist with communications and promotional activities

Brand & Corporate Standards

- 5.1 Support the consistent application of the partnership's branding guidelines

Key Responsibilities of the Post

- 5.2 Ensure published materials maintain high standards of accuracy, accessibility and professionalism
- 5.3 Promote good communication practices throughout the organisation

Corporate Administration

- 6.1 Provide administrative cover for the Executive Office as required including the duties at 6.2 to 6.6
- 6.2 Assist with the preparation of reports, presentation, briefing papers and corporate documents
- 6.3 Co-ordinate meetings, including scheduling, agendas, papers and minute taking where required
- 6.4 Maintain electronic filing systems and records in accordance with data protection requirements
- 6.5 Provide cover for the Corporate Resources Officer in relation to procurement
- 6.6 Assist with the administration of consultations and surveys

Continuous Improvement

- 7.1 Assist in the development and implementation of new work processes which support the effective and efficient running of the Executive Team
- 7.2 Undertake appropriate training and continuous personal development

EQUAL OPPORTUNITIES

Comply with the Partnership's Equal Opportunities Policy ensuring there is no discrimination in the delivery of services

Treat all customers and colleagues fairly and without prejudice

WORKING SAFELY

Comply with the Partnership's Health & Safety Policy and undertake relevant Health and Safety Training

Ensure own work area is well organised and tidy

Be mindful of safe working practices to minimise the risk to self or others

Report concerns to the Health & Safety Administrator

GENERAL RESPONSIBILITIES

Carry out any other reasonable duties determined by the Chief Executive or the Board

REQUIRED BEHAVIOURAL COMPETENCIES

Competency	Level 1.	Level 2. (1+2)	Level 3. (1+2+3)
C1 Integrity	Personally, upholds a high standard of honesty and ethics in their everyday interactions with people. Is worthy of the trust of others.	Is fair in his/her expectations of others and behaves with equal fairness to others. Maintains organisational confidentiality.	Is ethical and honest in all his/her business dealings. Holds him/herself to a high standard and will do what is right in spite of the consequences for him/herself. Delivers what he/she has promised. Inspires others to have integrity.
C2 Customer Focus/Service	Is polite and professional at all times. Consistently does more than is required of them to ensure the customer is satisfied. Deals appropriately with challenge or conflict.	Anticipates customer needs and supports the delivery of services that exceeds customer expectations. Listens to and values customer feedback - proposing changes to service delivery to improve customer service.	Designs services around the needs of internal and/or external customers. Ensures information is gathered from customers about services to better meet their needs. Ensure customer service levels are appropriate and fulfilled.
C3 Quality/ Excellence of Service/ Professionalism	Applies discipline to their work activities looking for ways to improve the quality of service they deliver to customers - internal and or external. Improves their knowledge, understanding and skills through CPD	Encourages others to have high quality standards in their work. Is personally committed to ensuring the quality of services provided to internal and/or external customers.	Leads others to ensure excellent service to internal and/or external customers. Holds colleagues to account developing a performance culture.

REQUIRED BEHAVIOURAL COMPETENCIES

Competency	Level 1.	Level 2. (1+2)	Level 3. (1+2+3)
C4 Team Working/ Collaboration	Works well with others listening to and valuing their input. Assists others in completing their tasks to support the achievement of team goals.	Fosters teamwork in others, promotes good team processes, is fair and objective and doesn't play favorites, holds team members accountable and sensibly assigns tasks according to ability.	Leads others in the team to accomplish team goals. Fosters and promotes an environment of collaboration, making the best use of the individual skills and abilities in the team. Is fair and objective and assumes personal responsibility for the success or failure of the team.
C5 Communications	Communicate clearly and effectively with colleagues and customers - this may be verbally or in writing. Listens and is able to develop a rapport with others.	Takes responsibility for cascading/sharing information and corporate messages ensuring colleagues are kept informed in order to improve the working environment. Able to articulate ideas clearly in a logical way to ensure colleagues and customers fully understand.	Uses effective communication to influence colleagues and stakeholders. Understands their audience and adapts his/her communication as appropriate. Champions corporate communication.
C6 Representing the Organisation	Always speaks positively about HHP to customers, colleagues and external stakeholders	Actively promotes a positive attitude and approach to HHP amongst customers, colleagues and external stakeholders, holding others to account.	Champions the HHP brand, vision and values both internally and externally. Actively promotes HHP and creates opportunities to do so. Develops positive relationships with external partners.

REQUIRED BEHAVIOURAL COMPETENCIES

Competency	Level 1.	Level 2. (1+2)	Level 3. (1+2+3)
C7 Driving/ Delivering Results	Is dependable and responsible. Finishes what he/she starts. Works on the right tasks.	Exerts the personal effort required to achieve results. Does not give up easily. Empowers others and supports them in order to overcome obstacles and complete tasks/achieve objectives.	Establishes or helps to establish business objectives. Challenges themselves and HHP to excel. Assumes personal responsibility for HHP's success

PERSONAL SPECIFICATION:			
Requirement	Ref	Essential	Desirable
Knowledge & Experience			
High level of expertise in Microsoft Office packages and design packages such as Canva or Adobe	E1	✓	
Experience of communication, public relations or corporate administration	E2	✓	
Experience of working with a Senior Management Team	E3	✓	
Experience of drafting professional written communications	E4	✓	
Experience of working in a multi functioning team and the ability to cover other colleagues tasks	E5	✓	
Experience of organising events and meetings	E6	✓	
Understanding of social media and digital communications channels	E7	✓	
Experience of working within housing	D1		✓
Knowledge of accessibility standards for digital communication	D2		✓
Experience of graphic design, video production or digital content creation	D3		✓
Education & Qualifications			
Good standard of education to Standard grade or equivalent or relevant professional experience	E8	✓	
Skills & Abilities			
Excellent written and verbal communication skills	E9	✓	
Strong organisational and planning skills	E10	✓	
Ability to manage multiple priorities and deadlines	E11	✓	
High level attention to detail	E12	✓	
Ability to work effectively independently and as part of a team	E13	✓	
Ability to build positive relationships with a range of stakeholders	E14	✓	
Other Requirements			
Flexible approach to work priorities and ability to attend meetings outwith normal hours of work	E15	✓	
Hold a full driving licence and be able to provide own transport when required	E16	✓	
Gaelic speaker	D4		✓

