

## CORPORATE SUPPORT AND COMMUNICATIONS OFFICER

<b>Section:</b>	Corporate Services
<b>Responsible to:</b>	Head of Corporate Services (HCS)
<b>Location:</b>	Based at our offices in Thistle House, 91 Haymarket Terrace, Edinburgh EH12 5HE. Remote and hybrid working options are available. This role requires onsite working at least one day per week.
<b>Terms of Appointment:</b>	Permanent. Pensionable through the Civil Service Pension Scheme.
<b>Starting salary:</b>	£31,514 per year based on a 35 hour week
<b>Salary scale:</b>	Currently £31,514 to £34,066 Equivalent to the Scottish Parliamentary Corporate Body's Grade 2.
<b>Required hours:</b>	Full-time – Monday to Friday - 35 hours per week.
<b>Leave allowance:</b>	25 days increasing to 30 days with 11.5 public holidays

### Job purpose

The Corporate Support and Communications Officer (CSCO) provides high quality, communications and administrative support to the Commissioner, Head of Corporate Services and Corporate Services Team.

The CSCO will maintain ESC's website and assist with media enquiries as well as information requests made under data protection and Freedom of Information legislation. The CSCO will manage incoming calls and emails to our main telephone number and mailbox.

The CSCO will also provide day to day administrative support to the Commissioner and IT and records management support to the Corporate Services Team and wider office. They will provide cover for and be supported by the Information Management and IT Officer.

Working in a small office environment, the post-holder will provide cover and be sufficiently flexible to undertake any tasks as required to support the work of the office.

### Duties

1. Ensuring effective communications
  - Managing incoming calls and centralised mailboxes
  - Issuing acknowledgements and responding to enquiries, including media enquiries
  - Maintaining ESC's website
  - Developing and publishing website content
  - Responding to requests for information under data protection and Freedom of Information legislation

- Maintaining ESC's branding and style guides
  - Assisting with the development and implementation of ESC's communication goals
2. Assisting with the management of IT systems
    - Developing a sound knowledge of the Commissioner's IT systems
    - Helping to resolve technical issues quickly and effectively
    - Assisting with the management of hardware, software, data security and case management systems
    - Liaising with IT suppliers and contractors
    - Assisting in maintaining records of key IT processes and procedures.
  3. Managing records
    - Document and record filing, retrieval, management and disposal
    - Managing the Commissioner's mailbox
    - Assisting with developing and implementing office-wide records management policies
    - Ensuring the confidentiality of information as required.
  4. Providing administrative support to the Commissioner, Head of Corporate Services and Corporate Services Team, such as:
    - Managing meetings, including taking minutes
    - Arranging post and couriers
    - Managing and purchasing office supplies, such as stationery and catering supplies
    - Arranging onsite and offsite visits
    - Ensuring that our office accommodation is well-maintained
    - Assisting with general office duties such as photocopying, scanning and redaction
    - Supporting ad hoc projects such as conferences, hearings, vacancies and tenders.
  5. Providing cover for the Information Management and IT Officer, including liaising with IT contractors.
  6. Providing ad hoc administrative support to the Commissioner.
  7. Undertaking other duties and roles across the organisation as and when required to assist with key projects, to provide office cover and to develop additional skills.
  8. Building strong working relationships across the office and with external stakeholders.
  9. Taking responsibility for developing own skills, knowledge and competencies.
  10. Providing guidance, support and coaching to colleagues.
  11. Sharing knowledge and experience informally and formally.
  12. Any other general office duties as required including providing assistance to the wider office.

## Selection criteria

Knowledge, skills, experience and personal qualities	Indicators	Tested throughout but specifically by
Qualifications/Experience	<ul style="list-style-type: none"> <li>• Demonstrable ability to fulfil a professional clerical role in a modern office using a range of IT systems <i>or</i></li> <li>• Educated to Degree level.</li> </ul>	<ul style="list-style-type: none"> <li>• Application</li> </ul>
IT/digital skills and experience suitable for the role and for working in a modern office and an evolving digital environment.	<ul style="list-style-type: none"> <li>• Proficient in the use of MS Office / M365 (Word, Excel and Outlook) with a focus on collaborative working.</li> <li>• Experience with file and document management on a shared platform such as SharePoint.</li> <li>• Demonstrable ability to use MS Teams, Zoom or equivalent tools.</li> <li>• Demonstrable ability to use the internet to undertake research.</li> <li>• Demonstrable ability to use emerging technology to enhance communications (e.g. use of graphics, AI, animation and video).</li> <li>• Ability to develop skills in website content management, including publishing, updating and managing content.</li> </ul>	<ul style="list-style-type: none"> <li>• Application</li> <li>• Practical exercise</li> </ul>
Interest in and ability to develop digital and communication skills.	<ul style="list-style-type: none"> <li>• Interest in and ability to:               <ul style="list-style-type: none"> <li>○ further develop digital skills.</li> <li>○ develop communication skills, such as use of social media in a public sector setting.</li> </ul> </li> <li>• Interest in developing knowledge of digital accessibility to ensure all communication meet current standards.</li> </ul>	<ul style="list-style-type: none"> <li>• Application (CV or covering email)</li> <li>• Interview</li> </ul>

<b>Knowledge, skills, experience and personal qualities</b>	<b>Indicators</b>	<b>Tested throughout but specifically by</b>
Ability to independently plan and organise work	<ul style="list-style-type: none"> <li>• Plans ahead, setting relevant, realistic goals</li> <li>• Effectively balances competing priorities</li> <li>• Routinely reviews targets/goals and takes appropriate action to ensure results are achieved</li> <li>• Manages time economically and efficiently</li> <li>• Anticipates, identifies and minimises problems</li> <li>• Produces accurate work in good time and to the agreed level of quality.</li> <li>• Seeks out assistance and / or escalates issues when appropriate.</li> </ul>	<ul style="list-style-type: none"> <li>• Application</li> <li>• Practical exercise</li> <li>• Interview</li> </ul>
Ability to analyse and present complex information	<ul style="list-style-type: none"> <li>• Recognises what information is needed</li> <li>• Recognises when information is limited and where more might be needed</li> <li>• Works comfortably with both numerical and written data</li> <li>• Is able to analyse, assess and make decisions when the information available is complicated, possibly contradictory and made up of several components</li> <li>• Thinks through the implications of decisions before coming to a final position</li> <li>• Is able to clearly explain conclusions and how they have been reached</li> <li>• Communicates clearly with all relevant parties throughout the process</li> </ul>	<ul style="list-style-type: none"> <li>• Practical exercise</li> <li>• Interview</li> </ul>

<b>Knowledge, skills, experience and personal qualities</b>	<b>Indicators</b>	<b>Tested throughout but specifically by</b>
Ability to communicate effectively in a professional office environment	<ul style="list-style-type: none"> <li>• Tailors communication method and style to suit audience</li> <li>• Uses plain language and avoids jargon. Is articulate and communicates promptly and clearly</li> <li>• Listens actively and checks for clarification and mutual understanding</li> <li>• Shows respect and empathy for others' viewpoints</li> <li>• Expresses disagreement or challenges views calmly, constructively and tactfully</li> <li>• Works hard to build and maintain networks that provide mutual benefit and support</li> </ul>	<ul style="list-style-type: none"> <li>• Practical exercise</li> <li>• Interview</li> </ul>
Personal qualities that match our values	<ul style="list-style-type: none"> <li>• Shows respect and empathy for others in line with office values</li> <li>• Values people and their diversity and is committed to fairness, equality and inclusion</li> <li>• Takes responsibility for mistakes and takes steps to improve when having done so</li> <li>• Acts with honesty, integrity and transparency</li> </ul>	<ul style="list-style-type: none"> <li>• Application</li> <li>• Interview</li> </ul>