



Job Title: Communications Manager

Attributes	Essential	Desirable
Experience	<ul style="list-style-type: none"> • Proven communications experience at all levels across an organisation. • Experience of line management of staff. 	<p>Working with different contacts, external and internal.</p> <p>Experience of working within the public sector.</p>
Education, Qualifications and Training	<ul style="list-style-type: none"> • Educated to Degree level or equivalent. 	<p>Communications based subject or equivalent.</p>
Skills/ Knowledge	<ul style="list-style-type: none"> • Effective written and oral communication skills. • Excellent organisational skills. • Ability to supervise and manage staff and provide training and development opportunities to maximise resources. • Excellent IT skills including knowledge of Word, Excel, Access and email packages. • Excellent knowledge of internet and websites. • Excellent attention to accuracy, details and overall work quality while meeting deadlines as required. • Strong project management skills. • Ability to work with minimal supervision. • Ability to work flexibly dealing with changing priorities at short notice. • Ability work as part of a team. 	<p>Knowledge of the social care sector.</p>

Competencies/ Key Performance Outcomes	Description
Effective Communication	<ul style="list-style-type: none"> • Articulate and positive communicator on a 1-1 basis and in larger groups. • Ability to express ideas clearly and concisely and to adapt communication to suit different audiences.
Impact and Influence	<ul style="list-style-type: none"> • Demonstrates ability to influence at all levels. • Ability to give realistic advice, based on relevant, up to date and verifiable information. • Evidence of building positive relationships, engaging and collaborating effectively with others internally and externally.
Improvement Focus	<ul style="list-style-type: none"> • Identifies gaps in performance and makes appropriate suggestions for improvements. • Aware of trends and changes and maintains professional knowledge and skills. • Uses knowledge and experience to gather and consolidate information in order to make appropriate changes and improvements.
Objective Decision Making	<ul style="list-style-type: none"> • Demonstrates analytical and systematic approach to problem solving • Ability to make appropriate and realistic judgments, based on professional expertise, relevant, up to date and verifiable information • Ability to analyse complex information.
Planning and Organising	<ul style="list-style-type: none"> • Involves others where appropriate and optimises resources to achieve desired results. • Regularly reviews joint goals and targets and reprioritises where necessary. • Recognises the need to be flexible in order to meet changing priorities.
Team working	<ul style="list-style-type: none"> • Contributes to and supports the work and decisions of the team. • Contributes to the shared vision and purpose and shares this effectively • Works collaboratively with a wide range of teams across

Please note – these are key performance outcomes to be used to recruit into the role. Successful applicants will be assessed against all the performance indicators used in the Performance Development Review System once established in the role.