

Hertfordshire County Council

Job Outline



JOB TITLE: Highways Communications Officer
GRADE: H7
REPORTS TO: Highways Communications Manager
TEAM: Customer Journey, Highways
DEPARTMENT: Environment & Infrastructure

Purpose of the Job

This post provides business and administrative support to individuals, teams or departments as appropriate.

- To provide comprehensive communications support and advice to the Highways service ensuring the service communicates effectively with residents, stakeholders and partners in a way that secures increased knowledge, satisfaction and positive association with the County Council and enhances its reputation both locally and nationally
- To be a key contact for Highways teams and provide an effective day to day communications service in the delivery of their priorities, key projects, campaigns, and events
- Provide operational advice on appropriate methods, messages, cost effectiveness, brand and corporate identity, and reputational opportunities and threats
- Provide support and assistance to the Highways Communication Manager.

Main Areas of Responsibility

The main areas of responsibility for this role are listed below:

- Work closely with Highway's service teams to develop and implement communications plans to meet their priorities, projects, and organisational objectives
- Develop and lead on communications plans for high profile projects
- Provide support and advice to senior colleagues on all aspects of internal and external communication relating to service teams

- Promote, protect, and enhance the reputation of the service teams and Hertfordshire County Council
- Support organisational change and service delivery requirements with timely, appropriate, and accessible communications
- Research, write and manage the production and distribution of a range of publicity materials
- Provide support to the service and wider departments on communications issues in response to crises or sensitive issues
- Work closely with the Communications Support Officer in the delivery of key online campaigns and messaging.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

Person Specification

Please provide a supporting statement which includes examples and evidence of when you have demonstrated the attributes listed below.

You will be expected to address each point separately and in the order listed.

If you do not complete a full supporting statement in the requested format, your application may be rejected.

- Although there are no specific qualifications required for these roles previous experience in service delivery or a business-related qualification would be beneficial
- You will have the ability to communicate information in a clear and positive way, both orally and in writing, targeting communications to the appropriate recipient
- You will have the capability to plan and manage your own time and workload effectively, ensuring that deadlines and timescales are met while maintaining accuracy and attention to detail
- You will have an understanding of the principles and requirements of financial management and monitoring
- You will have experience of providing innovative and effective solutions in problem cases
- You will be able to provide examples of using your excellent IT skills and descriptions of databases you have used to support your work

- You will be able to demonstrate where you have used your initiative, and self-motivation when working in a team environment
- You must be willing to undertake a variety of administrative tasks, operating within departmental policies and procedures.

Diversity and Inclusion

Hertfordshire County Council is committed to making inclusion part of our DNA, both as a large employer of people and as a provider and commissioner of services.

We strive to positively promote diversity and inclusion across the delivery of services and within our workforce. We want everyone at work, regardless of their background, identity or circumstances to have a sense of belonging to the organisation. We want all employees to feel valued, accepted and supported to succeed at work and reach their full potential. Our Diversity and Inclusion Strategy is available on the internal intranet or from your line manager.

Health and Safety

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Additional Information: Code of Practice on the English Language Requirements for Public Sector Workers

Public Authorities must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format (access needs will be met for those with a disability).