



Communications and Management Support Officer

Grade: Scale 6

Responsible to: FIPC Director

Job Description:

A variety of duties combining management support with proactive website management/PR and social media initiatives including specific duties detailed below.

- Manage the application process from initial enquiry to appointment.
- Process all relevant checks (including safeguarding and health checks) for successful candidates.
- Liaison with partnership schools, mentors, tutors, trainees and external agencies.
- Receipt of post and telephone calls, forwarding to appropriate person, or acknowledgement.
- Set up and maintain full and accurate computerised records of information (e.g. staff, mentors and trainee lists).
- Administer and service committee meetings.
- Manage the course computerised diary.
- Keep attendance records for all.
- Process evaluation data
- Submit all agreed data to Department of Education
- Manage resources including the FIPC library, IT resources and training venues.
- Liaise with the FIPC Finance Officer to ensure payments are processed.
- Organise training and non-training events including graduation.
- Set up and manage FIPC website and social media platforms.
- Develop a marketing strategy including the creation of marketing materials, blogs, PR articles, advertisements etc
- Attend recruitment events

Please Note: *The duties and responsibilities in this job description are not exhaustive as the post holder may be required to undertake other duties as reasonably assigned from time to time working closely with the director. Any such duties will not change the general character or grading of the position.*

*The post holder is required to work a 21 hour week - for 42 weeks – mainly term time
The actual hours will be agreed at the time of appointment to meet the needs of the FIPC course timetable.*

Person specification

Knowledge and skills

- An excellent knowledge of IT applications
- The ability to work within policies, procedures and expectations
- Excellent copy writing, proof reading and presentation skills
- Excellent attention to detail
- Knowledge of website content management systems
- Ability to prioritise workload and work to given deadlines
- Knowledge of a range of social media platforms
- Ability to work independently and as an effective team member

Personal qualities and attributes

- Proven tact and diplomacy when dealing with people.
- Reliable, honest and trustworthy.
- Hardworking and flexible
- A 'can do' attitude.
- Energy, enthusiasm and commitment.
- Committed to safeguarding and promoting the welfare of children and young people.
- Committed to data protection principles

