

Job Description

Role:	Policy, Communications and Public Affairs Support Officer (1 FTE)
Reports To:	Senior Policy Officer
Direct Reports:	N/A

Responsible For

Providing a wide-ranging administration, planning, and coordination support to staff within Colleges Scotland's Policy, Communications, and Public Affairs teams and associated projects. This will require the postholder to work with confidential and sensitive information while effectively managing competing demands for their time.

Role Objectives

The role objectives are to support the Policy, Communications, and Public Affairs teams by providing efficient administrative, coordination, and planning services, ensuring the smooth operation of team activities, and contributing to the successful implementation of internal protocols and projects.

Main Duties and Responsibilities

Policy, Communications, and Public Affairs Support

- Create, develop, and maintain effective administration, coordination, and planning processes to support the team's work and review on an ongoing basis.
- Use effective administration processes to ensure work is continually produced to the agreed standard including the design and preparation of document templates.
- Provide one-to-one administrative support to:
 - ensure all communications and materials adhere to the agreed House Style
 - provide proactive email/diary management and schedule meetings with various stakeholders
 - create and issue accurate agendas/papers
 - accurately record, transcribe key points/actions, and distribute minutes, and disseminate decisions to those required to implement them
 - issue reports and policy decision papers
 - organise travel/accommodation
 - process credit card expenses
 - collate and review internal expense claim forms and file in appropriate finance files.
- Proactively gather information and prepare emails, presentations, reports, and briefings.
- Ensure quality by proofreading documents and papers.
- Compile action logs and preparing activity reports.
- Provide administrative, coordination, and planning support for specialist/one-off tasks and projects.
- Organise in-person and virtual events/meetings with multiple attendees.
- Communicate with staff, external customers, and stakeholders on behalf of the team.
- Contribute to team meetings and support with agreed actions from meetings.
- Assist team members in developing and implementing internal protocols.
- Assist with organising the annual Parliamentary Reception and Stakeholder engagement events and attend and give support to external events as required.
- Provide cover in the absence of the Chief Executive Officer's Personal Assistant.
- Ensure the Central Contacts Access Database is updated.

ICT Support

ICT support will include:

- Ensuring all staff have the required ICT equipment.
- Providing support for staff using video conferencing facilities and any training required in this area.
- Providing cover for ICT enquiries and support, including liaising with external contractors.

Website Support

Website support will include:

- Ensuring the Colleges Scotland's website and social media channels are kept up to date and utilised to best effect.
- Ensuring the Colleges Scotland's website, which includes members' logins, is kept updated.
- Provide support to members and stakeholders accessing information on any of Colleges Scotland's websites and micro-sites.

Undertake any other duties as may reasonably be required by the Senior Policy Officer and the Head of Communications and Public Affairs. This includes the requirement to cover specific activity during periods of leave.

In addition to the duties and responsibilities noted above, the postholder will have other duties and responsibilities which will enable Colleges Scotland to fulfil its vision and achieve its mission.

Person Specification

Role: Policy, Communications and Public Affairs Support Officer (1 FTE)

Qualifications	<ul style="list-style-type: none"> • Educated to SCQF Level 7 or above, ideally in a business administration or equivalent experience. • Vocational qualifications such as ICDL or ITQ units would be an advantage.
Experience	<ul style="list-style-type: none"> • Working in a similar role, ideally within policy, communications, or public affairs. • Creating, developing and enhancing administration, co-ordination and planning processes. • Proactively manage duties and tasks to ensure challenging deadlines are achieved. • Ensuring confidential data is secure and accessible only by specified individuals. • Providing an excellent service to internal and external customers. • Ensuring documents and communications comply with a House Style. • Adaptable and flexible attitude to new demands and unforeseen circumstances. • Display a high level of initiative and motivation to achieve goals and objectives.
Knowledge	<ul style="list-style-type: none"> • Microsoft Office applications e.g. Word, Excel, Outlook, Access and PowerPoint. • Effective business and administration support services. • The creation, implementation and management of effective and secure administrative support processes. • Customer communication techniques and processes. • Corporate House Styles and basic quality standards. • Familiarity with ICT equipment and video conferencing tools. • Understanding of website management and social media platforms.
Key Skills	<ul style="list-style-type: none"> • Highly competent in the use of all Microsoft Office suite applications e.g. Word, Excel, Outlook and PowerPoint. • Excellent organisational, planning and co-ordination ability. • Ability to create, develop and maintain administrative processes. • Ability to monitor progress against key actions. • Strong communication skills (written and verbal). • Excellent interpersonal skills. • Ability to work with confidential and sensitive information. • Ability to work on multiple tasks and to prioritise whilst working to tight deadlines.
Qualities	<ul style="list-style-type: none"> • Highly organised and enjoys developing processes. • Trustworthy and able to handle confidential information. • Assertive when required. • Able to interact positively with colleagues at all levels. • Flexibility to respond to changing priorities and timescales. • Positive 'can do' attitude. • Attention to detail.