## County Durham and Darlington

## Fire and Rescue Service

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## Job Description

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| **Job title:** | Communications Assistant (Graduate Internship) |
| **Directorate:** | Corporate Resources |
| **Responsible to:** | Communications Manager |
| **Location:** | Fire and Rescue Service HQ (however you may be required to serve at any location as so directed) |
| **Purpose of the job:**  Under the guidance of the Communications Manager and Communications Officer, the Communications Assistant is responsible for assisting to deliver a professional, innovative, and effective communications service on behalf of County Durham and Darlington Fire and Rescue Service. | |
| **Context of the role:**   * County Durham and Darlington Fire and Rescue Service is working to protect and improve our communities. * The Communications Assistant is an integral member of the corporate resources directorate and contributes to the wider organisational priorities as outlined in the integrated risk management plan. * The Service expects the highest standard of communication and conduct from all staff. * Respect for confidentiality is essential in this role. * All personnel are expected to participate positively in the appraisal process, to undertake relevant training and development activities to improve their work performance, and to contribute to the training and development of others. * The post-holder will be expected to promote the service’s policy of equality and fairness, both within the service and external in order to demonstrate commitment to anti discriminatory practice in all the service’s activities. * The post holder will be expected to practice and promote the health and safety policies of the Service. To contribute to the development and progression of health and safety within the sphere of responsibility of this role for all employees and service recipients. | |

#### **Key responsibilities and duties**

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| 1 | To support the delivery of the service’s communications and engagement strategy through a variety of channels, including social and digital media. |
| 2 | Design posters, leaflets, digital and multimedia content that is accurate and innovative being proficient in Adobe Creative Suite. |
| 3 | To assist with the filming, editing & producing of videos and photographs. |
| 4 | To ensure the service’s brand and corporate identity is used appropriately. |
| 5 | To monitor the service’s social media feeds to ensure the content is timely, professional, innovative & effective. |
| 6 | Proactively respond to all enquiries, which come in via a range of platforms (including the media) in an appropriate, professional manner. |
| 7 | To have a working knowledge of the role of communications within an organisation, and support the service’s communications team, utilising various methods of digital and print media, |
| 8 | Work closely with the Communications Officer supporting the delivery of awareness campaigns and the service’s magazine FireLife. |
| 9 | To assist in the administration of the section when required. |
| 10 | To carry out such other duties commensurate with the role. |

Signed by employee

Employee’s name Date

Signed by line manager

Line manager's name Date

# **County Durham and Darlington**

**Fire and Rescue Service**

**Conditions of Employment Summary**

**Communications Assistant (Graduate Internship)**

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| **Employed under:** | National Joint Council for Local Government Services |
| **Grade:** | Grade 3  Spinal Column Points 2 - 3 |
| **Current salary range:** **(w.e.f. 1 April 2020)** | £18,198 - £18,562 per annum |
| **Salary payment:** | You will be paid on the last working day of each calendar month, directly into a specified bank or building society account. |
| **Hours of work:** | 37 hours per week, worked over 5 days, Monday to Friday. The actual pattern of working will be set with the Line Manager. Occasional working beyond normal office hours will be required and this will be compensated by appropriate payment or time off. |
| **Annual leave:** | The annual leave year runs from 1 April to 31 March. Entitlement will be 26 working days per full leave year, rising to 31 days after five years continuous service. Statutory Bank Holidays are additional to these entitlements. |
| **Probationary period:** | 6 months |
| **Contract status:** | 12-month fixed term |
| **Notice period required from employee:** | One months’ notice in writing |
| **Pension scheme:** | The postholder will be automatically enrolled into the Occupational Pension Scheme. |
| **Sickness payments:** | Dependent on length of Service, up to a maximum of 6 months full pay and 6 months half pay. |
| **Allowances:** | Not applicable |

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| County Durham and Darlington Fire and Rescue Service **Person- Specification**  **Communications Assistant (Graduate Internship)** | | | | |
|  | Essential | How Measured | Desirable | How Measured |
| **Qualifications/**  **Attainments** | 1. Degree in Graphic Design/Multimedia/Digital Media 2. Current full driving licence | * Application form / certificates | * Communications/marketing qualification | * Application form / certificates |
| **Work Experience** | * Experience of fast paced design production * Experience of working with various computerised software systems | * Application form / Interview / references | * Experience of working in a communications team * Basic Data Protection experience * Experience in Local Government or similar public-sector organisation * Experience of working in a communications team * Web experience | * Application form / interview / references |
| **Knowledge and skills** | * Good interpersonal and communication skills * Ability to work to deadlines (and under considerable levels of pressure when necessary) * Able to work in a team * I.T. Skills * Problem solving skills * Ability to use Microsoft Office Applications * Good attention to detail | * Application form / interview | * A knowledge and understanding of Fire Service working practices and procedures * An understanding of office & remote working * An understanding of “safeguarding” * A knowledge of data protection | * Application form / interview / references |

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|  | Essential | How Measured | Desirable | How Measured |
| **Personal Qualities** | * Creative, Enthusiastic, Self-motivated * To have a capable and common-sense attitude. * Flexible approach to location and hours of work * Able to work in a team * Good attention to detail * Ability to understand and respect the need for confidentiality * Willingness to learn IT systems as required | * Application form / interview / references |  |  |
| **Additional requirements** | * Good attendance record * Able to meet Service medical requirements | * References * Completion of medical questionnaire/medical * Interview |  |  |