



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Communications Assistant, Communications



Salary: Grade 5 (£22,659 – £26,243 p.a.)

Reference: CSCOM1043

We will consider job share and flexible working arrangements

Communications Assistant Communications

Could you use your initiative to be our first point of contact for our busy Communications team, dealing with varied and unpredictable enquiries? Can you co-ordinate and create engaging online content to help communicate to our staff, students and external audiences? Are you a highly motivated individual, with organisation, attention to detail and a can-do attitude?

The University's Communications team plays a vital role in engaging staff and students, and promoting the education and research strengths of the University.

You will work across our busy internal, digital and media teams, supporting and triaging incoming queries and requests from within and outside the organisation. As well as supporting proactive, engaging communications, you will require good judgement and experience of handling potentially sensitive information, to help manage the University's profile and protect its reputation. The role is fast-paced so you will need to thrive when handling competing deadlines and be calm and effective under pressure, whilst remaining flexible.

What does the role entail?

As a Communications Assistant your main duties will include:

- Triage incoming enquiries to the internal communications team, providing clear information and signposting to staff;
- Planning, researching, writing copy and sourcing images to engage staff across a range of print and digital communications channels;
- Using our content management system (CMS) to update and edit content for the University's staff intranet, updating image banks and supporting the University's plasma screen content;
- Being the first point of contact for the media team, managing incoming enquiries to the press office, and handling requests for expertise or information about the University;
- Taking responsibility for media monitoring and producing reports, including a daily media briefing, to offer insight into sector issues and trends;
- Curating the media team's content to share on the University's social media channels, devising plans to reach and engage current and new audiences;



- Managing and supervising external filming/photography crews on campus;
- Support the Office Manager with finance, subscriptions and supplier relationship management;
- Support both the Social Media Manager and Communications Assistant (Digital), providing cover and support for digital and social media activity across our corporate, staff and student channels.

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.

What will you bring to the role?

As a Communications Assistant you will have:

- Outstanding initiative, a pro-active and flexible attitude, with a solution focused approach to challenges;
- Interest in, and curiosity for, the work undertaken at a University, across both research and student education;
- Experience of being a first point of contact, triaging and escalating enquiries, with a track record of using clear and effective judgement;
- Evidence of creating engaging and persuasive content for different audiences, with excellent proof-reading skills and attention to detail;
- Excellent organisational and planning skills, able to prioritise under pressure and handle competing deadlines;
- Excellent interpersonal and communication skills, with the ability to work independently or build relationships as part of a team;
- Experience of handling potentially sensitive or confidential information appropriately;
- Strong IT skills, including Microsoft Office and Outlook, with experience of CMS systems for uploading, editing and optimising content, experience of editing images and video (Photoshop/Adobe Premiere Pro) and using web / cloud based tools such as OneDrive.

You may also have:

- Experience of managing social media channels or being a community manager, at a personal or professional level, with a keen interest in understanding social media best practice and industry trends;



- Experience of working in a communications role or in a large, busy communications team;
- Experience or knowledge of the higher education sector, with an understanding of issues affecting staff, academics and students.

How to apply

You can apply for this role online; more guidance can be found on our [How to Apply](#) information page. Applications should be submitted by **23.59** (UK time) on the advertised closing date.

Contact information

To explore the post further or for any queries you may have, please contact:

Richard Parker, Internal Communications Officer

Tel: +44 (0)113 343 8562

Email: r.g.parker@leeds.ac.uk

Additional information

Find out more about the [Communications Team](#).

Working at Leeds

Find out more about the benefits of working at the University and what it is like to live and work in the Leeds area on our [Working at Leeds](#) information page.

Candidates with disabilities

Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found on our [Accessibility](#) information page or by getting in touch with us at disclosure@leeds.ac.uk.



Criminal record information

Rehabilitation of Offenders Act 1974

A criminal record check is not required for this position. However, all applicants will be required to declare if they have any 'unspent' criminal offences, including those pending.

Any offer of appointment will be in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our [Criminal Records](#) information page.

