



Communications and External Relations Co-ordinator

Reference:	EHA1357-0323
Salary:	£26,642 - £28,929 per annum, pro rata Grade 5, Points 19–22
Contract Type:	Permanent
Hours:	Full Time (36.25 hours per week)
Location:	Ormskirk
Accountable to:	Head of Corporate Communications and External Relations
Reporting to:	External Relations Manager



About the Role

This post is based within the Corporate Communications and External Relations department that provides a high-quality service to support reputation and to extend the reach and influence of Edge Hill University.

The primary focus of this post is to support on all aspects of communications and external relations activity, from content creation through to event management.

Highly organised with excellent administrative and project management skills, the postholder will lead on and coordinate key projects to support alumni and stakeholder relations, as well as providing database management support.

Duties and Responsibilities

1. Provide support for events and alumni engagement, including drawing up guest lists and coordinating activities such as audience profiling, invitations, mailings and booking systems, liaising with high-profile guests, always ensuring an excellent standard of customer service.
2. Maintain and continually develop the stakeholder and alumni contact database to help extend reach and influence, ensuring confidential contact details collected are accurate and adhere to GDPR regulations.
3. Plan, develop and manage key projects, which include investigating and sourcing potential new alumni and partners to engage with to support the external relations function.
4. Writing content for publications - including researching and conducting interviews, editing content and submitting it for release on various channels.
5. Support the social media function, including horizon scanning for risks and opportunities, and creating and uploading content to various social media platforms, including video and photography.





6. Develop and maintain systems and databases to support a proactive communications service.
7. Actively support colleagues in general communications and external relations duties.
8. Undertake administrative duties as required by the role, including financial duties.
9. Manage systems and processes to provide staff across the University with tools to support the external relations function, including the provision of corporate gifts, procuring and managing suppliers to develop a range of gifts, including high-end gifts, and developing processes for the internal distribution of gifts.
10. Department representative for groups and committees as required.
11. Working occasional unsociable hours or travel with overnight stays, which would be expected as part of the role.

In addition to the above all Edge Hill University staff are required to:

- a) Adhere to all Edge Hill's policies and procedures, including Equality and Diversity and Health and Safety
- b) Respect confidentiality: all confidential information should be kept in confidence and not released to unauthorised persons
- c) Undertake appropriate learning and development activities as required
- d) Participate in Edge Hill's Performance Review and Development Scheme
- e) Adhere to Edge Hill University's environmental policy and guidelines and undertake tasks in a sustainable manner
- f) Demonstrate excellent Customer Care in dealing with all customers





Eligibility

Candidates should note that shortlisting will be based on information provided on the application form with regard to the applicant's ability to meet the criteria outlined in the Person Specification attached.

It is expected that the postholder will work flexibly according to the ongoing demands of the job and responsibilities at this level.





Please note that applications will be assessed against the Person Specification using the following criteria, therefore, applicants should provide evidence of their ability to meet all criteria.

Methods of Assessment include Application Form (A), Supporting Statement (S), Interview (I), Test (T) & Presentation (P).

		Essential	Desirable	Method of assessment (A/S/I/T/P)
Qualifications				
1.	Educated to A Level or equivalent	*		A
Experience and Knowledge				
2.	Working in higher education, a similar complex organisation, or within a communications, marketing or events environment		*	A
3.	Managing complex projects and organising events	*		S/I
4.	Using social media in a professional capacity	*		S/I
Abilities and Skills				
7.	Ability to communicate with a range of audiences, both written and verbally, using excellent English with a highly developed attention to detail	*		A/I
8.	Ability to interpret and manage complex and changing information	*		S/I
9.	Ability to use databases and systems, such as CRM systems, image banks, media/social monitoring software	*		S/I
10.	Ability to produce content to support communications and external relations activity	*		S/I
11.	Ability to work flexibly on own initiative and as part of a team	*		S/I
12.	Ability to develop and maintain effective working relationships at all levels and to maintain total confidentiality	*		S/I





13.	Effective time management and ability to prioritise multiple projects, tasks and deadlines	*		I
14.	Ability to host events and represent the service area at publicly visible projects and external meetings	*		I
15.	Ability to evaluate activities and act on analytics to improve the service	*		S/I





How to Apply

When you are ready to start the formal application process, please visit our [Current Vacancies page](#) and click 'vacancies', search for the role you wish to apply for, and click 'Apply Online'. The online application form can be completed in stages and can be revisited at any time. The form automatically saves as you enter your information and it is simple to move backwards and forwards throughout at any time prior to submission. Help is available at each stage to guide you through the form. Before final submission, you can preview your application and can then choose to refine or submit the form.

Please refer to the advert for the closing date for this vacancy, all applications must be submitted by 11.59pm on this date. Following the closing date, we will contact you by email to let you know whether or not you have been shortlisted to participate in the next stage of the selection process. We try our best to inform all applicants within two working weeks following the closing date.

Application > Shortlisting > Interview > Outcome

For informal enquiries about this vacancy you may wish to contact: Nicky Roach at speedn@edgehill.ac.uk.

At Edge Hill University we value the benefits a rich and diverse workforce brings to our community and therefore welcome applications from all sections of society.

