



The Commonwealth

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: Assistant Communications Officer

Division: Communications Division

Job Grade: Y

Reports to: Director Media & PR

Young People in the Commonwealth

Young people (defined as those aged between 15 and 30) constitute more than 60% of the population of the Commonwealth, and the wellbeing and development of this 1.2 billion youth cohort are essential to the success of the Commonwealth and its 52 member states.

The Commonwealth sees young people as assets to their societies, with a proven capability to contribute to and lead change. It is vital to ensure they are developed and empowered to realise their individual potential, and to contribute to their countries' development and the success of the Commonwealth.

General information

The Commonwealth Secretariat provides guidance on policy making, technical assistance and advisory services to Commonwealth member countries. Our work promotes democracy, rule of law, human rights, good governance and social and economic development. We are a voice for small states and vulnerable and developing countries. We serve 52 countries and their 2.4 billion citizens.

Communications Division

The Communications Division is responsible for informing and inspiring key stakeholders and the general public about the Commonwealth's mission, mandate, work and values. It is also responsible for internal communication and knowledge management. The division works through all communication channels including mainstream media, social media, on-line platforms and publications. Among its roles are ensuring excellent relationships with reporters and broadcasters, maintaining an active presence on Twitter and Facebook and ensuring that its digital platforms engage visitors with the Commonwealth's programme.



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Job summary

To produce compelling content, source stories and place them in conventional, digital and social media and professional publications. To use personal, professional and industry contacts to market and enhance the brand and reputation of the Commonwealth. To work with communication focal points and other professionals at the Commonwealth to ensure that the organisation's scope of work is effectively presented to the general public and key stakeholders.

Key Accountabilities

- Contributes to the Commonwealth's communication strategy and operational planning, contributing to the effective delivery of the Commonwealth's strategic plan.
- Implements, a cutting-edge communications strategy via mainstream and social media.
- Adheres to the gender equality values of the Commonwealth as enshrined in the Charter and Secretariat's gender equality policy.
- Performs any other duties that may be required from time to time.

Main duties & responsibilities

- To seek proactively news stories, marketing opportunities and events involving key stakeholders
- To use skills to communicate key messages internally and externally, under pressure and to tight deadlines
- To attend meetings for purposes of internally and externally communicating key messages
- To produce daily, weekly and regular internal and external communications bulletins on digital outlets
- To work with graphic designers to produce internal and external written publications including, but not limited to, magazines, posters and leaflets
- To proof read, sub-edit and check the factual accuracy of communications and key messages before they are published
- To liaise, court and understand the needs of key stakeholders
- To write stories, shoot and edit basic films, engage social media with speed, accuracy and verve and upload content to digital platforms to market and enhance the Secretariat's reputation and brand
- To spot and prevent crises before they happen
- To research and develop ideas and working practices which enable the Secretariat to remain innovative
- Any other duties appropriate to the role, as required.



Person specification

Education

Essential criteria:

- A minimum bachelor's degree or equivalent professional journalistic, media or press office experience

Desirable criteria:

- A master's degree

Knowledge & experience:

Essential criteria:

- Has worked in a recognised national broadcast, print or digital newsroom or press office for a minimum of two years
- Has experience of working in one or more of their country's national political parties or governments or been a political or lobby reporter or correspondent
- Has used content management systems to upload digital content or willing to be trained
- Can photograph, video and edit basic films
- Has proven experience of placing stories in regional, national and international media
- Has media contacts to market and place stories and enhance the reputation and brand of the Secretariat
- Has experience of dealing with communications crises

Desirable criteria:

- Has specialist knowledge of Africa and/or Asia
- Has experience of writing speeches for internal and external stakeholders
- Has experience of coaching internal and external stakeholders in media and public appearances

Skills & abilities

Essential criteria:

- Ability to read academic and technical reports and liaise with colleagues to spot news stories which would interest media outlets
- An excellent communicator who can liaise with stakeholders, suggest ideas and deliver a first-class product
- A self-starter who uses his or her imagination, creativity and initiative to find stories and delivers from start to finish with little or no direction after being properly briefed by a client or colleague
- Flexible and understands the needs of the Commonwealth's internal and external communications needs
- Ability to take constructive feedback well with proven resilience
- Ability to remain calm under pressure, operate in a crisis and deliver to very tight and demanding deadlines



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- Ability to network, build contacts and look for opportunities to market and enhance the Secretariat's reputation and brand
- Willingness to work some long days, evenings and weekends (with agreed time off in lieu)

Personal attributes & qualities

Essential criteria:

- Excellent organisational and planning skills with the ability to prioritise and meet often tight, conflicting and demanding deadlines
- Has political acuity
- Energetic and enthusiastic
- Driven to succeed
- Driven to improve the Secretariat's brand and reputation around the world
- Driven to find better and more efficient ways of working
- Driven to learn, acquire new skills and self-improvement
- Desire to be entrepreneurial
- Completely professional, presentable and punctual at all times
- Takes personal pride in his or her work
- Committed to equality and diversity in a diverse, multicultural and multinational environment



Competencies

Respect for Diversity

Works effectively with people from all backgrounds.

Treats all people with dignity and respect. Treats men and women equally.

Shows respect and understanding of diverse points of view and demonstrates understanding in daily work and decision making.

Examine own biases and behaviours to avoid stereotypical responses and does not discriminate against any individual or group.

Identifies biases in systems & processes

Working with Others

Regularly shares information of value with colleagues

Shows commitment to delivering on key agreements made to colleagues

Makes an effort to view a situation from the other party's perspective as well

Demonstrates awareness and sensitivity to colleagues' pressures

Utilises networks to ensure similar goals are achieved collaboratively

Develops long term relationships across cultures and/or geographical boundaries

Uses relationships to identify the best people to help in the completion of tasks

Tactfully deals with difficult people to gain buy-in and manage their expectations

Developing & Applying Expertise

Takes advantage of opportunities to develop an area of expertise

Takes learning from previous experience and applies them appropriately

Demonstrates willingness to learn new skills and/or approaches

Adapting & Innovating

Recognises opportunities for improvement and proposes change with impact and effect

Helps others evaluate and strengthen ideas

Quickly grasps new concepts and how to apply them

Demonstrates flexibility e.g. by working beyond own remit in order to achieve an objective inter alia

Will effectively reorganise activities when faced with changing contexts and demands



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Welcomes and adapts to new ideas and/or approaches

Adapts personal style to meet the needs of others

Accountability

Takes ownership of assigned tasks, honours deadlines.

Ensures timely delivery of outputs within defined cost and quality standard parameters.

Takes ownership of assigned tasks, honours deadlines (L1)

Ensures timely delivery of outputs (L1)