NICS HR

Interchange Unit

# Hosting Opportunity Proforma

Consumer Council for Northern Ireland

Name of Host

Organisation

**1. Interchange Manager’s details**

Siobhan Rafferty

Name

Organisation/

Consumer Council for Northern Ireland

Department

Floor 3, Seatem House,

28 – 32 Alfred Street

Belfast

BT2 8EN

Address

028 9025 1600

N/A

Telephone Fax number

Number

[siobhan.rafferty@consumercouncil.org.uk](mailto:siobhan.rafferty@consumercouncil.org.uk)

E-mail

Type of Opportunity

**Communications Officer**

Secondment – Up to 1 year initially with the possibility of an extension for a further 2 years, subject to funding and the agreement of all parties.

**2. Details of hosting opportunity**

Description of opportunity

The Consumer Council is an independent consumer organisation, and our principal statutory duty is to promote and safeguard the interests of consumers in Northern Ireland. We have specific statutory duties in relation to energy, postal services, transport, and water and sewerage. These include considering consumer complaints and enquiries, carrying out research and educating and informing consumers.

Reporting to the Senior Communications Officer, the Communications Officer is accountable for contributing to the delivery of The Consumer Council’s communication strategies, activities, and performance.

Key activities for this area include; communications, media liaison, graphic design and public affairs. The Communications Officer will support and assist the effective development, implementation and delivery of a communications strategy which looks to proactively maximise the Consumer Council’s strategic objectives of empowering, representing and protecting consumers in Northern Ireland.

The Communications Officer will help to ensure that the organisation delivers against its mission, values and corporate plan.

Main objectives of the opportunity

The post holder will report to the Senior Communications Officer. The main duties of the post will be:

1. To proactively support the Chief Executive, Board and Wider Leadership Team in the areas of communications, media liaison and public affairs;
2. To support the Senior Communications Officer in the development and delivery of a Forward Work Programme in the areas of communication, marketing and public affairs in line with the strategic aims of the Corporate Plan;
3. To be a brand champion for the Consumer Council’s communication work and proactively look at means to successfully promote the work of the Consumer Council;
4. To support the delivery and development of communications plans that focus on successful engagement with all consumers in Northern Ireland and at the same time raise the profile of the Consumer Council through effective marketing and PR related activities;
5. To support the Senior Communications Officer to keep the communications plans up to date to ensure that all activities are relevant, including the use of technology and social media networks in order to maximise consumer awareness and empowerment;
6. To support the Senior Communications Officer in developing an effective roll out of the corporate communications plans and the consumer focused development of the website development;
7. To support the development and management of strategic partnerships with key communication stakeholders;
8. To provide a trusted and value for money service to consumers/taxpayers;
9. To undertake any other duties as deemed necessary by the organisation commensurate with the grade of the post;
10. To promote a culture of openness and transparency in all aspects of their work; and
11. To promote a positive perception of the organisation to all staff and stakeholders.

**This list is not exhaustive and the successful candidate will be required to carry out other duties as allocated by management.**

**3. Skills requirements**

What qualities, skills and experience are required from the individual.

Applicants must,by the closing date for applications, provide evidence in their application form which demonstrates that they satisfy the following essential criteria:

1. A minimum of two years relevant experience in the last five years of working in a communications or marketing team;
2. Evidence of excellent communication skills with the ability to write accurate and engaging copy;
3. Evidence of excellent interpersonal skills with the ability to engage with a wide range of internal and external audiences and stakeholders;
4. A minimum of two years relevant experience in the last five years of using multimedia packages to convey key messages to a range of audiences;
5. A minimum of two years relevant experience in the last five years of content management systems, publishing software and PowerPoint;
6. Experience of reacting to emerging issues and developing communication briefs to meet tight deadlines;
7. Experience of monitoring and analysing digital media channels;
8. A minimum of two years relevant experience in the last five years of planning and delivering corporate events; and
9. Experience of working in partnership with 3rd party organisations in the development of information resources.

**4. Personnel: Please state below**

Who will the individual report to?

Siobhan Rafferty, Senior Communications Officer

Who will be the individual’s line manager and/or reporting officer?

Siobhan Rafferty, Senior Communications Officer

**5. Transfer of learning**

Please give details of how the Opportunity will benefit your organisation, the

individual and their organisation.

This opportunity will help The Consumer Council to obtain the experience and skills that will complement the knowledge and skills of the existing Communications Team.

It will provide an opportunity for the successful candidate to work in a dynamic, forward looking environment, use their own initiative and get involved in a wide range of consumer areas.

The expertise and learning gained by the successful candidate will be transferable to their own organisation, including experience in working in a diverse team to promote and safeguard the interests of Northern Ireland consumers.

**6. Logistics**

Please provide details of the likely start date, duration, location, resources (i.e. desk, PC, fax etc.) and funding arrangements for the opportunity.

**Start Date:** As soon as a suitable candidate has been identified and a release date has been agreed.

**Duration:** Up to 1 year initially with the possibility of extension for a further 2 years, subject to funding and the agreement of all parties.

**Location:** Consumer Council, Floor 3, Seatem House, 28 – 32 Alfred Street, Belfast BT2 8EN

**Resources:** Full office/development environment – stand resources (including a desk and PC) will be provided.

**Funding:** The salary will be £26,962 - £27,819. Budget cover is available within The Consumer Council to meet salary costs and expenses.

**Selection:** Written assessment and interview.

**Contact:** For further information about the post please contact Siobhan Rafferty at The Consumer Council on 028 9025 1600 or by email [siobhan.rafferty@consumercouncil.org.uk](mailto:siobhan.rafferty@consumercouncil.org.uk)

**Closing Date:** 5.00pm on Friday 24 August 2018.

**7. Endorsement**

**Interchange Manager**

Siobhan Rafferty

Signed

06 August 2018

Date