

Internal Communications and Engagement Officer

JOB DESCRIPTION

Job Title	Internal Communications and Engagement Officer
Service Unit	Corporate Communications Department
Team	Internal Communications Team
Responsible to	Senior Corporate Communications Officer
Salary Range	Scale 5 / 6
Vetting Status	Recruitment Vetting

Job Purpose:

- To develop and deliver effective internal communications and engagement mechanisms for the Force and the Police and Crime Commissioner.

Principal Duties & Responsibilities:

- To develop and maintain effective internal communications and briefing mechanisms
- To provide internal communications support to key Force projects and initiatives
- To assist in delivering an internal communications and engagement plan for the Force to provide effective communication of relevant corporate information to staff
- To lead on internal campaigns e.g. leadership and standards
- To work closely with digital communications to exploit technology for podcasts and video messaging
- To work closely with digital communications to fully exploit the intranet site as a communications tool
- To work with the Business Transformation Unit to support and improve two-way internal communication processes in line with organisational aims around Force culture.
- To evaluate internal communications mechanisms and seek feedback from stakeholders
- To advocate the critical business importance of internal communication and support the consistent use of the brand
- Write and edit copy for various publications and materials as defined in the internal communications strategy for example staff newsletters
- To attend Force meetings as and when required to provide internal communications support

Note

The above list is not exhaustive and other duties commensurate with the grade and general nature of the post may, from time to time, be required. In addition, there may be some variation and/or development of the above duties and responsibilities without changing the general nature of the post

All employees are to comply with confidentiality and principles laid down in the General Data Protection Regulation (GDPR) and the Management of Police Information (MOPI).

All post holders to comply with health and safety legislation.

All employees are expected to demonstrate a commitment to the principles of equality of opportunity and fairness of treatment for all within Cleveland Police.

This is a politically restricted post.

PERSON SPECIFICATION

The information on the table below will be used to ascertain if a candidate meets the required criteria to be selected for interview. Some posts may also require candidates to undertake a pre interview assessment. If required this will be clearly identified in the job advert and supporting paperwork.

	Essential knowledge, skills and experience	Desirable knowledge, skills and experience
Knowledge/ Qualifications	<ul style="list-style-type: none"> Educated to degree level or relevant professional experience Minimum two years' experience in an internal communications role Excellent verbal / written communication skills Evidence of Continuous Professional Development Competent in the use of Microsoft Office applications 	<ul style="list-style-type: none"> Recognised internal communications qualification
Experience	<ul style="list-style-type: none"> Excellent customer service skills Dealing effectively with all levels of staff within the organisation, both internal and external Dealing effectively with external agencies and established partnerships 	<ul style="list-style-type: none"> Experience of working regularly with partner agencies Experience of working in a public sector organisation
Skills/ Abilities	<ul style="list-style-type: none"> Ability to make effective decisions Ability to plan and prioritise resources effectively in order to meet deadlines and deliver a good service Actively seeks to find solutions to problems Ability to manage own workload and delegate some tasks Able to work successfully as part of a team Resilient and professional at all times 	
Other	<ul style="list-style-type: none"> Treat all people with dignity and respect Citizen focused approach Ability to travel to different locations across the Force area 	

All applicants who identify themselves on the relevant section of the application form as having a disability under the Equality Act 2010 and who meet the essential criteria for the post will be guaranteed an interview, should they request one by ticking the relevant box on the application form.

Competency and Values Framework (CVF) for Policing: Level 1 – Practitioner

Set out below are Cleveland Police Leadership Behaviours (2017) drawn from the College of Policing's Competency and Values Framework for Policing (2017). A candidate's behaviours/values will be measured at interview.

Competency	Level 1 – Practitioner
Emotionally aware	<ul style="list-style-type: none"> • I treat others with respect, tolerance and compassion. • I acknowledge and respect a range of different perspectives, values and beliefs within the remit of the law. • I remain calm and think about how to best manage the situation when faced with provocation. • I understand my own emotions and I know which situations might affect my ability to deal with stress and pressure. • I ask for help and support when I need it. • I understand the value that diversity offers. • I communicate in clear and simple language so that I can be easily understood by others. • I seek to understand the thoughts and concerns of others even when they are unable to express themselves clearly.
Taking ownership	<ul style="list-style-type: none"> • I actively identify and respond to problems. • I approach tasks with enthusiasm, focusing on public service excellence. • I regularly seek feedback to understand the quality of my work and the impact of my behaviour. • I recognise where I can help others and willingly take on additional tasks to support them, where appropriate. • I give feedback to others that I make sure is understandable and constructive. • I take responsibility for my own actions, I fulfil my promises and do what I say I will. • I will admit if I have made a mistake and take action to rectify this. • I demonstrate pride in representing the police service. • I understand my own strengths and areas for development and take responsibility for my own learning to address gaps.
Collaborative	<ul style="list-style-type: none"> • I work cooperatively with others to get things done, willingly giving help and support to colleagues. • I am approachable, and explain things well so that I generate a common understanding. • I take the time to get to know others and their perspective in order to build rapport. • I treat people with respect as individuals and address their specific needs and concerns. • I am open and transparent in my relationships with others. • I ensure I am clear and appropriate in my communications.
Deliver, support and inspire	<ul style="list-style-type: none"> • I take on challenging tasks to help to improve the service continuously and support my colleagues. • I understand how my work contributes to the wider police service. • I understand it is part of my collective responsibility to deliver efficient services. I take personal responsibility for making sure that I am working effectively to deliver the best service, both individually and with others. • I am conscientious in my approach, working hard to provide the best service and to overcome any obstacles that could prevent or hinder delivery. • I support the efficient use of resources to create the most value and to deliver the right impact. • I keep up to date with changes in internal and external environments. • I am a role model for the behaviours I expect to see in others and I act in the best interests of the public and the police service.

Analyse critically	<ul style="list-style-type: none"> • I recognise the need to think critically about issues. I value the use of analysis and testing in policing. • I take in information quickly and accurately. • I am able to separate information and decide whether it is irrelevant or relevant and its importance. • I solve problems proactively by understanding the reasons behind them, using learning from evidence and my experiences to take action. • I refer to procedures and precedents as necessary before making decisions. • I weigh up the pros and cons of possible actions, thinking about potential risks and using this thinking to inform our decisions. • I recognise gaps and inconsistencies in information and think about the potential implications. • I make decisions in alignment with our mission, values and the Code of Ethics.
Innovative and open-minded	<ul style="list-style-type: none"> • I demonstrate an open-ness to changing ideas, perceptions and ways of working. • I share suggestions with colleagues, speaking up to help improve existing working methods and practices. • I constantly reflect on my own way of working and periodically review processes and procedures to make continuous improvements. • I adapt to change and am flexible as the need arises while encouraging others to do the same. • I learn from my experiences and do not let myself be unduly influenced by preconceptions.

Values	All Levels
Integrity	<ul style="list-style-type: none"> • I always act in line with the values of the police service and the Code of Ethics for the benefit of the public. • I demonstrate courage in doing the right thing, even in challenging situations. • I enhance the reputation of my organisation and the wider police service through my actions and behaviours. • I challenge colleagues whose behaviour, attitude and language falls below the public's and the service's expectations. • I am open and responsive to challenge about my actions and words. • I declare any conflicts of interest at the earliest opportunity. • I am respectful of the authority and influence my position gives me. • I use resources effectively and efficiently and not for personal benefit.
Impartiality	<ul style="list-style-type: none"> • I take into account individual needs and requirements in all of my action. • I understand that treating everyone fairly does not mean everyone is treated the same. • I always give people an equal opportunity to express their views. • I communicate with everyone, making sure the most relevant message is provided to all. • I value everyone's views and opinions by actively listening to understand their perspective. • I make fair and objective decisions using the best available evidence. • I enable everyone to have equal access to services and information, where appropriate.
Public Service	<ul style="list-style-type: none"> • I act in the interest of the public, first and foremost. • I am motivated by serving the public, ensuring that I provide the best service possible at all times. • I seek to understand the needs of others to act in their best interests. • I adapt to address the needs and concerns of different communities. • I tailor my communication to be appropriate and respectful to my audience. • I take into consideration how others want to be treated when interacting with them.

	<ul style="list-style-type: none">• I treat people respectfully regardless of the circumstances.• I share credit with everyone involved in delivering services.
Transparency	<ul style="list-style-type: none">• I ensure that my decision-making rationale is clear and considered so that it is easily understood by others.• I am clear and comprehensive when communicating with others.• I am open and honest about my areas for development and I strive to improve.• I give an accurate representation of my actions and records.• I recognise the value of feedback and act on it.• I give constructive and accurate feedback.• I represent the opinions of others accurately and consistently.• I am consistent and truthful in my communication.• I maintain confidentiality appropriately.

Further detailed information on the CVF can be located by clicking on the following link:

<https://skillsforjustice-ppf.com/competency-values/>