



JOB DESCRIPTION: Communications & Member Engagement Support Officer

1. DETAILS

Job Title: Communications & Member Engagement Support Officer

Location: Contracted office base: Norton Park, 57 Albion Road Edinburgh.

CCPS supports hybrid working and flexible approaches which balance our business needs with the life needs of our people. Given the nature of the role some in-person meetings (internal and external) will be required. CCPS provides a service to our members and actively represents them in Scotland within a Scottish policy / political context. Because of this, we normally expect that staff will have their home base during their working week within a reasonable commuting distance of our main Edinburgh office.

Reporting to: Head of Communications & Engagement

Terms: Permanent, full time (35 hours per week).

2. INTRODUCTION AND BACKGROUND

CCPS is the voice of not-for-profit social care and support providers in Scotland. We are a membership organisation and our staff work collaboratively with not-for-profit providers who deliver care and support across all age ranges. CCPS also hosts the Criminal Justice Voluntary Sector Forum and the Housing Support Enabling Unit.

3. OUR VALUES

CCPS puts fairness and integrity at the centre of everything we do. To this end, we always strive to be:

Creative

Focusing on finding solutions; bringing innovation into our work.

Collaborative

Working in partnership; offering our ideas and listening to others.

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Credible

Building our work on sound intelligence; valuing member experience.

Courageous

Speaking up for good without fear or favour; using our collective strength.

Kind

Respecting our members, staff and stakeholders; relating with generosity.

3. JOB PURPOSE

Under the direction of the Head of Communication & Engagement, and informed by our Priorities and Values, you will support CCPS's communications and engagement work, with a particular focus on internal communications with our members and staff. You will maintain our CRM, support digital communications and provide event co-ordination for colleagues. Externally, you will also provide support to CCPS's communications activities across our website and social media channels and media / parliamentary engagement work. You will provide back-up for our administration team as needed.

4. KEY RESPONSIBILITIES:

a) Membership engagement and support

- Be a first point of contact for our members, key communications contacts and parliamentary stakeholders, responding to enquiries efficiently and promoting CCPS member benefits as appropriate.
- Maintain our membership and key contact information, including our CRM, and monitor and report on engagement.

b) Events and meetings

- Coordinate, deliver and support evaluation of our busy programme of events and meetings, in liaison with relevant staff and members.
- Provide support for our Member Advisory Groups and ad hoc meetings, including taking minutes.

c) Internal and external communications

- Monitor and, under the direction of the Head of Communications & Engagement and the Communications & Parliamentary Officer, update our website and social media channels.
- Support the communications and engagement team in the design and publication of staff, member and stakeholder focused communications, such as newsletters, briefings, presentations, reports and resources.
- Collect impact measurement data from colleagues for the purposes of reporting and improving engagement.

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- Liaise with designers, photographers and other contracted staff to support the work of the team.
- Plan and deliver specific engagement or communication projects as directed.

d) Administration Team support

- Provide cover to our administration team as necessary, liaising with the CCPS Resources Manager to ensure adequate capacity.

e) General

- Undertake other tasks as requested by the Head of Communications and Engagement or CEO.
- Ensure that relevant processes are handled in accordance with CCPS policies.
- Uphold the values of CCPS in all activity.

5. PERSON SPECIFICATION:

What we're looking for

You will be able to evidence your experience and skills relevant to the role and take a strongly values-led approach which is consistent with the social care and support sector. You will demonstrate strong administrative and organisational capabilities and show aptitude for delivering creative content. You should be happy working in a small team and a deadline-driven environment.

Essential criteria

1. Experience of customer, member or stakeholder engagement and using CRM systems.
2. Competence and confidence using technology to support effective communications, including updating websites and social media accounts.
3. Excellent skills in collaborative working, with knowledge and experience of supporting online and in-person meetings.
4. Strong written and verbal communication.
5. Confidence to work independently, and aware of when to seek advice or guidance.
6. Energy, creativity and enthusiasm for the role, and a 'can do' approach.
7. Excellent organisational skills.
8. Strong IT skills, including ability to learn new systems; confident in using Microsoft 365 (Teams, Excel, Word, PowerPoint and Outlook).
9. A commitment to CCPS's values.

Desirable criteria

1. Experience of working in a communications, parliamentary or engagement role.
2. Evidence of undertaking professional development relevant to the role.

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3. Experience or working knowledge of the of not-for-profit social care and support sector in Scotland.
4. Knowledge and understanding of working in a member-led organisation.