



Role Profile

Role Title	Education, Communication and Promotions Officer
Business group and team	Health & Safety, Security, Quality, (HSSQ) and Business Continuity
Job Purpose Overview	<p>Working as part of the HSSQ & BC team, the post holder will deliver a professional and assured service to FCDO Services. Working within the requirements of the FCDO and FCDO Services policies, the post holder will focus on operational matters across a range of HSSQ & BC initiatives throughout the organisation.</p> <p>The role will focus on implementing, maintaining and improving standards within FCDO Services by working within the HSSQ Team to develop the culture within the organisation via a range of communication and education methods.</p>
Organisational position	Reports directly to the Operational Security team, but supports HSSQ and BC teams

Date Updated		Updated By			
Current / Applied Grade	B3	Job evaluation date		Confirmed grade	
Level of Security Clearance	DV				

JOB RESPONSIBILITIES

Main responsibilities, focusing on the required outputs:

The role will involve liaising closely with Subject Matter Experts (SMEs) within HSSQ & BC and the rest of the business to deliver education, training and to promote the HSSQ & BC strategy.

- Investigate and evaluate existing and potential wide-ranging communications and education methods and produce materials for various internal target audiences
- Develop, manage, publicise, deliver, evaluate and report on awareness campaigns and programmes across FCDO Services
- Monitor and use evidence from internal and external sources and trends to shape content, style and delivery.
- Ensure HSSQ & BC pages on the Hub are maintained and kept up to date including the new SharePoint requirements for the role
- Monitor the internal Information HUB and advise HSSQ & BC SMEs of relevant FCDO policy updates
- Develop, maintain, manage and deliver the HSSQ & BC communications and education plans in liaison with SMEs
- Communications and campaigns budget manager
- Proactively build strong relationships with internal and external contacts as appropriate
- Support the evaluation of the output from any HSSQ & BC questionnaires and recommend and implement communications/campaigns to address areas highlighted for improvement
- Actively promote practices as part of the Project Process Map audits
- Manage, update initial and refresher briefings containing current information, to varied internal audiences at all grades
- Provide accurate and timely advice and briefing for the business
- Support to HSSQ & BC as Training Liaison Officer, Information Asset Assistant and Bronze Business Continuity Manager representative

The job holder will be expected to complete related training after appointment

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE AND KEY SKILLS

Essential:

- Ability to work under own initiative, prioritise workloads and to deadlines
- In depth knowledge of Microsoft (Word, Excel, Powerpoint)
- Excellent organisational skills paying attention to detail
- Effective at taking minutes, writing reports and presentation materials
- Excellent interpersonal skills with ability to demonstrate discretion and judgement
- Positive team contributor with ability to engage, influence and persuade at all levels
- Good written and numerical skills
- Good analytical skills and problem resolution
- Excellent communication skills
- Evidence of delivering and making a difference

Desirable:

- Previous related training
- Experience of developing easy to follow guidance and procedures
- Innovative

CORE BEHAVIOURS

Top three for job

- Making effective decisions
- Communicating and Influencing
- Managing a quality service

CRITICAL SUCCESS FACTORS

Success measured and evidenced by:

Budget Responsibility? Yes – security communications and campaigns	If YES, how much: £ per annum	If NO can they authorise payments?
Reports to: (Role Title and Grade)		
Direct Reports: (Number and grades of staff)		