

Job Description

Post title:	Communications and Stakeholder Relations Officer
Department:	Communications
Band:	2
Reports to:	Media and Stakeholder Relations Manager
Direct reports:	None
Office base:	Finsbury Tower, London EC1

Job purpose

To take an active part in the Communications team by managing the production of a wide range of publications – both print and digital – and supporting stakeholder work across the organisation. To organise public events and support colleagues with public and media enquiries, internal communications and other communications tasks, as required.

Key responsibilities

- Responding to written and telephone enquiries from patients and other external stakeholders, including the media.
- Supporting the work of the Media and Stakeholder Relations Manager to manage external stakeholder relations at the HFEA. This will include administering stakeholder groups and meetings, public events and developing engagement plans.
- Supporting the production of print and digital publications for a range of HFEA external audiences, including commissioning content.
- Liaising with and coordinating external suppliers, such as events venues, printers and freelance writers and designers, ensuring proper financial processes are followed.
- Organising HFEA public meetings, such as public Authority meetings, consultation events and conferences.
- Supporting the Communications team, its projects and day to day communications activities and campaigns (eg, web editing), as required.
- Providing administrative support for the Communications team (eg, managing invoices) as and when required.

Qualifications, knowledge and experience required

Essential	Desirable
<ul style="list-style-type: none"> Relevant formal qualification and/or evidence of training, in marketing, communications or events management 	<ul style="list-style-type: none"> Degree level qualification, preferably in a communications related subject
<ul style="list-style-type: none"> Experience of liaising with and coordinating external suppliers, such as events venues, printers and freelance writers and designers 	<ul style="list-style-type: none"> Graphic design skills and the ability to use image creation and manipulation software (eg Photoshop and Illustrator)
<ul style="list-style-type: none"> Excellent editorial and writing skills, paying attention to detail and tailoring materials for particular audiences 	<ul style="list-style-type: none"> Understanding of social media and how it can be used in a communications strategy
<ul style="list-style-type: none"> Excellent organisational abilities 	<ul style="list-style-type: none"> Web editing
<ul style="list-style-type: none"> Computer literacy, including experience in word processing, databases and spreadsheets. 	
<ul style="list-style-type: none"> Excellent interpersonal skills and the confidence to work with and communicate effectively with people at all levels both inside and outside the organisation 	
<ul style="list-style-type: none"> Experience of handling complex or difficult calls from patients and/or the public and the ability to remain calm under pressure and maintain a sensitive approach 	