



Job description

Job title:	Communications Support Officer
Responsible to:	Communications Manager
Group(s):	Voice, Invest
Activities:	Grants, Income Generation, Comms
Salary:	WCVA Grade £27,101 rising to £32,323 per annum. The starting salary will be £27,101 with progress through the salary range linked to successful completion of probation period and our performance review process.
Base:	WCVA operates a hybrid and flexible working policy which means you can work a proportion of your time at our offices or remotely (including at home). We are a pan Wales organisation with office hubs that staff can utilise. There will be a requirement to attend some specific staff events and work engagements at our offices.
Annual leave:	25 days per annum, plus bank holidays, plus five discretionary days
Hours:	35 hours per week; flexibly.

Superannuation: WCVA provides a contribution of 9% of your annual salary to its approved pension scheme.

Welsh Language category: Desirable

AIM OF THE POST

As Communications Support Officer you will help showcase the impact of WCVA's work. You will shine a light on the amazing work of the voluntary sector, enabled through our grants and loans programmes, and our growing work in building partnerships with businesses and voluntary sector organisations.

MAIN DUTIES

- Create compelling written and visual content that demonstrates the outcomes and benefits of WCVA work
- Plan and schedule engaging digital content to promote stories of impact, innovation and collaboration
- Work closely with colleagues across WCVA to capture and communicate success stories from funded projects and partnerships
- Support the implementation of communication and campaign plans for grants and loans programmes, as well as new partnership initiatives
- Create, maintain and update website and social media content with accessible, audience-friendly content that reflects our brand and voice
- Help monitor performance, gathering analytics and insights to assess the effectiveness of content and campaigns
- Act as a communications point of contact for WCVA teams involved in funding and partnership delivery, and provide editorial and digital communications support to WCVA staff

- Ensure content adheres to brand guidelines, accessibility standards, and digital best practice
- Keep informed of digital communication trends and tools to continuously improve how we tell the story of WCVA's work

This is not an exhaustive list. The post holder may be asked to carry out additional duties from time to time or, as required, by the developing needs of the service or organisation.

PERSON SPECIFICATION

The following are **essential skills** (candidates who cannot demonstrate these will not be short listed)

1. A commitment to WCVA's purpose.
2. A commitment to foster a culture of equity, diversity, inclusion, and anti-racism where everyone feels they belong. This requires actively challenging discriminatory practices, creating an environment where each individual has equal opportunities to thrive, and valuing diverse perspectives.
3. Ability to create multimedia content, with good design and layout skills, and the ability and awareness to work to brand guidelines.
4. Excellent communication skills, both written and verbal, with evidence of meeting deadlines.
5. Excellent all-round IT skills, including Microsoft Office.
6. Proven ability, or strong understanding of how to identify and create compelling content that demonstrates the impact of funding on communities, organisations, and individuals.
7. Highly organised and able to manage own workload, both on integrated and discrete projects, whilst working effectively as part of a team.
8. Good interpersonal skills, including the ability to work with different stakeholders and work collaboratively to solve problems.

The following are **key skills** (these skills are needed for the role but could be acquired on the job or through training within 6 months of appointment)

1. Experience using website content management systems (such as WordPress) and understanding of Web Content Accessibility Guidelines and SEO
2. Basic video editing and photo editing skills

The following are **desirable skills** (these skills are preferable, and would enhance the application)

1. The ability to communicate in Welsh; the appointed candidate is expected to display an awareness of and support for the Welsh language.