

Communications Officer

Job Description and Person Specification

Purpose

Reporting to the Head of Communications and Engagement, the Communications Officer will work closely with the Communications team to deliver LPFA events, internal communications and support the delivery of a wide variety of other marketing and communications activity.

Key Responsibilities

Corporate Communications

- Work with our Communications team to support the evolution of our marketing and communications offering, particularly in generating content for our digital channels and in delivering our events.
- Work with our business units and internal stakeholders to ensure our corporate website (www.lpfa.org.uk) is kept updated.
- Maintain and monitor an annual calendar of conferences, events and awards and facilitate our participation.
- Manage and maintain the Communications email inbox.

Member and Employer Communications

- Project manage the delivery of our annual Fund Member Forum and the delivery of the Employer Forum, reporting into the Communications and Engagement Manager.
- Deliver the LPFA Fund Member Survey and Employer Survey, reporting to the Communications and Engagement Manager.
- Support the team in the identification, procurement and management of a CRM and email distribution system.

Internal Communications

- Work with internal stakeholders to lead on the content strategy for our intranet (SharePoint) site and other internal communications activity to support the smooth-running of our organisation.

This person will also undertake other duties as required to support the growth of the organisation.

Person Specification

- Professionalism – Demonstrates high level of professionalism and integrity with an appreciation for the importance of discretion when handling sensitive information. Results-orientated, personable but above all collaborative.
- Communication – Excellent communication and interpersonal skills, both written and verbal. A strong attention to detail, good grammar and be able to manage multiple workstreams. High level of digital skills and creativity.
- Prioritisation skills – Ability to prioritise, delivering to deadline, evaluate issues and deliver solutions in line with business needs. Able to work effectively under pressure.
- Adaptability - the ability to work remotely, flexibly and proactively to demonstrate initiative independently and as part of a team.



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- Commercially minded and accountable - the ability to deliver value-for-money projects to deadline and to budget, paying regard to value-for-money.
- Team player and eager to learn and grow.

Qualifications & Experience

- Currently working in Communications.
- Must be fully conversant in Advanced Microsoft Office applications including PowerPoint and use of databases, excel, word and able to learn new systems quickly.
- Marketing and/or communications qualifications would be beneficial.
- Digital communication experience a benefit.

Reasonable adjustment will be made to working arrangements to accommodate a person with a disability who otherwise would be prevented from undertaking the work.