



JOB DESCRIPTION	POLICY, SUPPORT & COMMUNICATIONS ASSISTANT
HOURS	FULL TIME
LOCATION	BRISTOL
RESPONSIBLE TO	<i>Communications Officer (Events and Membership)</i>

PURPOSE OF POST

To support the work of the Programmes & Service Delivery (PSD) and External Relations Teams at Together for Short Lives, providing administrative support, organising events and meetings and carrying out a range of communications functions including drafting copy, supporting social media and maintaining communications systems.

SUMMARY OF DUTIES AND RESPONSIBILITIES

Departmental support

1. Provide administrative support to PSD and External Relations teams, including the organisation of travel and accommodation.
2. Support the management and maintenance of membership administration systems.
3. Support the maintenance of the Together for Short Lives CRM (customer relationship management) database.
4. Organise and service internal meetings, including sending out agendas and typing up minutes as required.
5. Organise mailouts of publications, resources and member communications.

6. To produce presentations and marketing materials for the team.
7. To monitor stocks of relevant materials and literature, and ensure they are available when needed.
8. Act as an ambassador for Together for Short Lives with other key stakeholders, and to support others in this role.

Events and conferences

9. Provide support to key meetings with our various membership groups and forums including our Leaders of Care and Network Summit meetings, promoting these to members, organising venues and logistics and taking and sending out minutes as necessary.
10. Provide administrative support to events, webinars and conferences, including marketing, bookings, logistics and communications.
11. Ensure that Together for Short Lives' conference stands and display materials are deployed effectively to support events across the organisation. Attend events and conference when required.

Communications

12. Support the team in maintaining and updating website content and copy; including editing and uploading content to websites.
13. Collate press cuttings from our media monitoring service, maintaining the database and ensuring coverage is shared across the organisation.
14. Support social media activity, including drafting, scheduling and evaluating content.
15. Monitor social media and website activity and produce reports.
16. Support the development of factsheets, newsletters and other materials, including proof reading and liaising with designers, printers and other suppliers.
17. Maintain Together for Short Lives' database of case studies to support our work, and to work with the team to write up new case studies where necessary.
18. Oversee the database of key media contacts, ensuring it is up to date and generating tailored distribution lists where required.
19. Maintain Together for Short Lives' image library, ensuring photographs are stored appropriately and suitable for use.

**PERSON SPECIFICATION – POLICY, SUPPORT & COMMUNICATIONS
ASSISTANT**

QUALITIES	ESSENTIAL	DESIRABLE
QUALIFICATIONS	A demonstrable commitment to continuous professional development	Educated to degree level or with equivalent experience
EXPERIENCE	<p>Experience of writing in a plain English style.</p> <p>Experience of project co-ordination.</p> <p>Experience of managing tasks and projects within defined timescales</p> <p>Experience of working with a range of stakeholders</p> <p>Experience of maintaining and organising databases</p> <p>Experience of admin and filing systems</p> <p>Experience of events and conference administration</p>	<p>Experience in PR and media</p> <p>Experience in web and digital media</p>
KNOWLEDGE AND UNDERSTANDING	<p>Working knowledge of Microsoft packages and databases</p> <p>Willingness to acquire a working knowledge of the children's palliative care sector in the UK</p> <p>Understanding of Media and PR</p> <p>Good understanding of social and digital media</p> <p>Good experience of databases/CRMs</p> <p>A general understanding and interest in children's palliative care</p>	<p>Knowledge of different publishing software, e.g. Canva and InDesign</p> <p>Knowledge of editing and proofing techniques</p> <p>Knowledge of the children's palliative care sector in the UK</p>

QUALITIES	ESSENTIAL	DESIRABLE
SKILLS AND ABILITIES	<p>Strong verbal and written communication skills</p> <p>Ability to edit and proof text</p> <p>Good organisation and time management skills</p> <p>Strong planning and presentation skills</p> <p>Ability to write in different styles for different audiences</p> <p>Good diplomacy and negotiating skills</p> <p>Ability to co-ordinate projects, including co-ordinating events.</p> <p>Willingness to learn new skills to support the team</p>	<p>Strong planning and presentation skills</p> <p>Ability to work constructively in partnership with other groups and organisations</p>
PERSONAL QUALITIES	<p>Confident and engaging, able to work independently</p> <p>Energetic with enthusiastic approach to work</p> <p>Organised and efficient, with strong attention to detail</p> <p>Empathy with the children's palliative care sector.</p> <p>Committed to the vision, mission and values of the charity.</p> <p>Commitment to quality member service, best practice and best value in all aspects of the charity's operations.</p>	