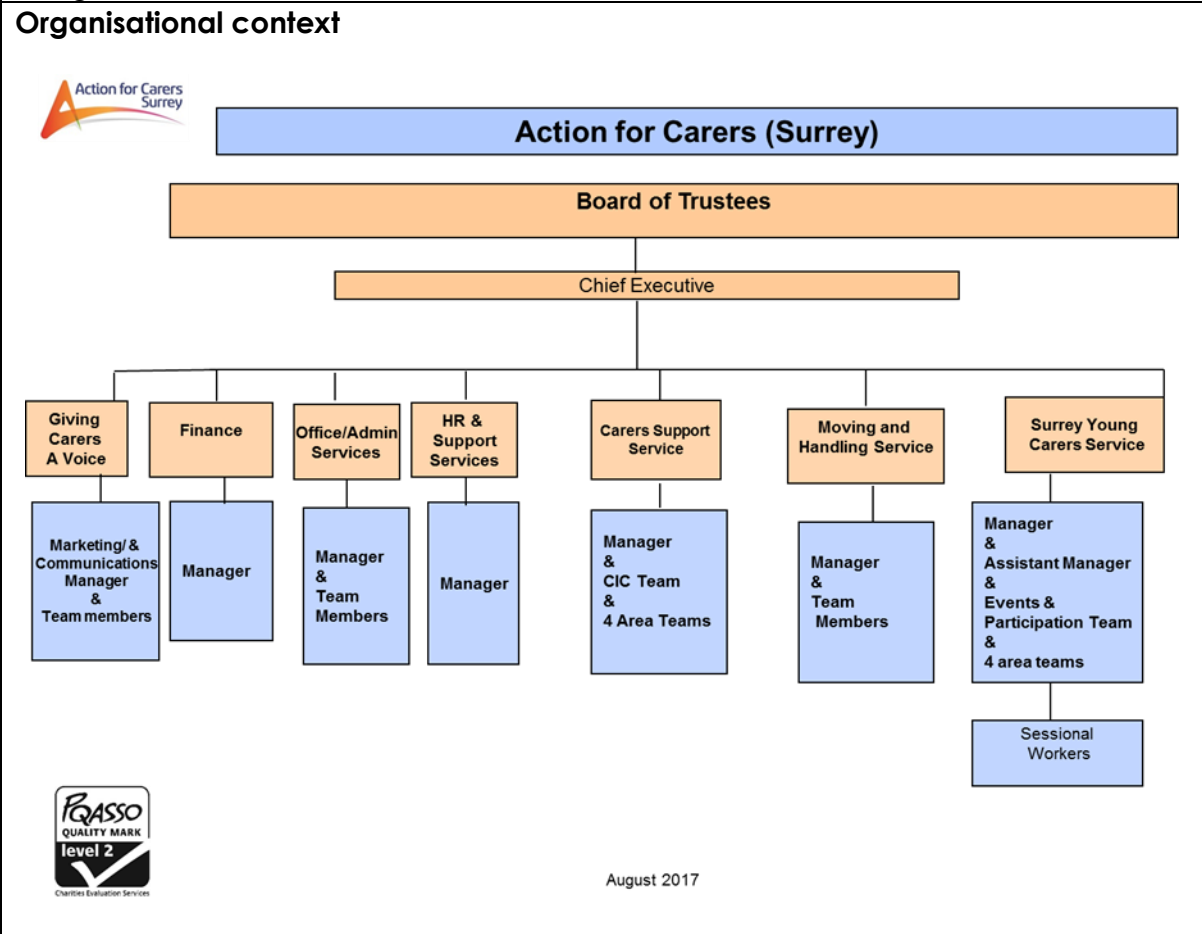


**Action for Carers (Surrey)
JOB DESCRIPTION**

Date created/updated: July 17

Job Title	Marketing & Communications Assistant
Service	Giving Carers a Voice (GCAV)
Reporting to	Marketing & Communications Manager

Scope & Accountability
 This role reports directly to the Marketing & Communications Manager with dotted line responsibility to the CEO. The role is part of ACS's GCAV service and team, and is also part of ACS's wider administrative team.
 Direct reports: 0
 Headcount: 0
 Budget: 0



Hours	18 hours per week
Salary	£10,135
Location	Guildford

Job purpose
 To support the Marketing & Communications Manager in ensuring that all stakeholders are aware of the support offered by ACS.
 To provide administrative support to the CEO, Marketing & Communications Manager and fulfil the administrative function for the GCAV service.
 To be part of and provide cover as required for all ACS services' administrative teams.

Responsibilities

1. Support the Marketing & Communications Manager and the Digital Communications Co-ordinator in the delivery and coordination of marketing and communications activities.
2. Coordinate the ordering and supply of communications and PR materials,
3. Maintain good working relationships across ACS and its networks.
4. Assist in the writing, editing and proof reading of all communications material.
5. Assist with day to day maintenance/updating of the ACS website and intranet.
6. Develop and support relationships with press and media.
7. Assist with implementing communications plans to meet agreed objectives utilising a range of tools, including digital.
8. Support the delivery of internal communications including meetings, intranet and written communications.
9. Assist with the planning and delivery of key events such as conferences, consultations, events and activities.
10. Assist with the collation of surveys/feedback from carer utilising a variety of methods.
11. In liaison with all teams maintain a record of comments and compliments to support and promote the work of the organisation.
12. Deal with post, telephone enquiries and emails in relation to marketing and communications activities.
13. Provide administrative support to CEO in relation to marketing and comms and participate in general admin support as a member of the Admin team.
14. Attend and pro-actively contribute to team meetings, individual supervisions with line manager and internal communication meetings.
15. Ensure all work meets current legislative requirements, good practice and is line with ACS policies and procedures, in particular to understand the responsibilities in the role in relation to safeguarding and in relation to confidentiality.
16. Work in accordance with the ACS of Conduct.
17. Understand, contribute to the development of, and implement policies, standards and procedures of ACS.
18. Attend mandatory training identified by ACS.
- 19.** Undertake any other duties as appropriate and commensurate with the grading of the post.

Person Specification

Qualifications	Essential	Desirable
1. Minimum O'level/GCSE or equivalent Maths & English Grade B	Essential	
2. Qualifications and/or evidence of experience in marketing, communications or PR	Essential	
Skills, Experience & Knowledge		
3. Minimum 5 years working in an administrative role and able to demonstrate wide range of skills	Essential	
4. Experience of working in a Marketing & Communication environment		Desirable
5. Knowledge and experience of all communication channels	Essential	
6. Up to date working knowledge of maintaining social media channels	Essential	
7. Knowledge and experience of planning and implementing large-scale events.	Essential	
8. Experience of using of a marketing CRM	Essential	
9. Experience and competence in updating web sites/intranets,	Essential	
10. Proven competence in Word, Excel, Outlook and Powerpoint plus databases, data analysis and report writing/generation	Essential	
11. Competence in MS Project 2016		Desirable
12. Experience of working in the 3 rd sector		Desirable
13. Knowledge and experience of working with cultural diversity		Desirable
14. Knowledge or understanding of carer's landscape		Desirable
15. Direct or indirect experience of caring responsibilities		Desirable
Personal qualities		
16. Strong verbal communication & active listening skills	Essential	
17. Strong written communication skills	Essential	
18. Ability to develop and maintain professional relationships and boundaries with clients and professionals	Essential	
19. Ability to multi-task, set priorities and manage time effectively	Essential	
20. Ability to use own initiative, be resilient and work without direct supervision	Essential	
21. Friendly and approachable with the ability to form and maintain good working relationships	Essential	
22. A flexible approach to working hours	Essential	
23. A positive approach to team working	Essential	
Specific requirements of the post		
24. Occasional evening and weekend hours may be required for which TOIL will be afforded	Essential	
25. Current driving license and use of a road worthy vehicle	Essential	