

Constituency and Communications Officer

Report to:	Kellie Armstrong MLA, Alliance Party MLA for Strangford
Office Location:	Constituency Office (Newtownards) and Parliament Buildings (Stormont)
Hours:	37 hours per week
Holidays:	28 per annum pro rata (inclusive of public holidays)
Salary:	£26,694 per year (£13.88 per hour)
Pension:	5% Employer's Pension Contribution to Assembly-approved scheme
Duration:	Permanent

JOB DESCRIPTION

Role:

This role is suited to an innovative, creative person who has the ability to use social media and other platforms to improve communication between Kellie Armstrong MLA and the Constituents of Strangford.

The post holder will provide communications for Kellie Armstrong MLA (henceforth Member) with residents of the Strangford Constituency and appropriate stakeholders. The post holder will deliver a constituency service for Kellie Armstrong MLA by answering queries, dealing with issues as part of a constituency team.

Assembly

- Research a range of issues relating to constituency casework, providing report to the MLA and constituency office to enable resolution of issues
- Research and provide fact-based evidence to the MLA in support of her work within the NI Assembly, preparation for motions, questions and debates

Constituency

- To assist in the work of the Constituency Office by delivering effective casework as part of the Member's constituency services.
- Ensure casework is logged; monitoring progress of cases and ensuring all identified actions are taken.
- Ensuring that enquiries are dealt with sensitively and confidentially
- To review key themes emerging from casework to identify issues to be progressed for action either with statutory agencies or legislative action

Communications

- Manage the Member's current social media presence, updating the communications plan, create and update content using various resources including social media, website and other means
- To manage the Member's various digital platforms to improve constituents' access to constituency services across the constituency
- Create dynamic written, graphic and occasional video content. To take photographs to record the Member and constituency office in action for use in various communications ensuring data protection and permissions are sought from any persons depicted or quoted
- Create content that promotes constituent interaction, increases constituent presence on the Member's various platforms and encourages constituent participation
- Ensure press releases are issues to local press regularly.
- Proposes new ideas and concepts for improved communications for and with constituents
- In partnership with Alliance Press and Whips office
 - To coordinate and plan communications
 - To create and coordinate press releases to promote the work of the Member
 - To write, produce and distribute e-newsletters and create constituency focus leaflets to confirm the activities and work of the constituency office
- Other duties as required in support of the MLA carrying out their Assembly duties

PERSONNEL SPECIFICATION

	Essential Criteria (evidence must be able to be provided)	Desirable Criteria (evidence must be able to be provided)
Professional / Technical Qualifications	<ul style="list-style-type: none"> • Third level qualification – 2:2 or above. Degree must be in the area of Marketing, Communications or Politics • Proven report writing skills with excellent attention to detail and logical / methodical approach / style • Digital Technology skills relevant to the post • Has completed or will complete OCN Level 3 Generalist Advice within the first year of employment 	<ul style="list-style-type: none"> • Proven experience in graphic design for digital/social media platforms • Evidence of producing accessible communications • Experience of working or volunteering in a political office or lobbying campaign
Experience / Job Knowledge	<ul style="list-style-type: none"> • Experience of marketing an online presence within the last 2 years • Managing a third-party digital presence • Building and executing a social media strategy through competitive audience research • Optimising social media platforms for political purposes • Previous experience of delivering graphics and video content for use on social media • Previous experience of delivering casework, preferably in an MLA's office 	<ul style="list-style-type: none"> • Worked or volunteered in a community or constituency office providing information to constituents • Experience of working with various social media platforms as part of a business, charity or other organisation
Personal Qualities / Skills	<ul style="list-style-type: none"> • Can provide evidence of working to tight deadlines and competing demands • Can provide evidence of working knowledge of ICT across a range of programmes • Can provide evidence of an excellent standard of writing • Can provide evidence of ability to work with little supervision to deadlines • Can provide evidence of a flexible approach to work duties • Can provide evidence of innovative and enthusiastic approach to work or volunteering 	<ul style="list-style-type: none"> • Ability to deliver output at short notice • Ability to deal with sensitive and confidential information (both verbal and written) • Previous experience of producing graphics and video content • Previous experience of delivering digital media campaigns • Ability to deal with difficult people • Ability to work both alone and within a team
Circumstances	<ul style="list-style-type: none"> • This position is 37 hours a week. • This position is for 1 year with the possibility to extend until the end of this mandate (March 2027) • Postholder may be required to travel within NI and have the ability to access appropriate transport to do so 	<ul style="list-style-type: none"> • Support building a United Community in Northern Ireland • Understand the objectives and aims of the Alliance Party