**Job Capsule Supplementary Information: Communications Manager (Directorate)** 

This Supplementary Information sheet provides specific guidance for the role of Core Communications Lead (Directorate).It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment. This sheet must be used with the following Job Capsule;

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| --- | --- |
| **Job Family Group:** | Corporate Services |
| **Job Family:** | Communications |
| **Job Level:** | 4 |
| **Zone:**  | 2 |

**Role Purpose:**

This role is key to delivering our Communications Strategy and provides the lead for all communications activity for a directorate-based programme of work, and/or a major cross cutting priority programme. The role will be responsible for a portfolio of work relating to strategic priority campaigns aligned to Camden 2025 and our Communications Strategy. They will provide the main link between services and Communications and provide relationship management with senior colleagues and elected members. They will be responsible for prioritising, creating and evaluating a diverse range of multimedia campaigns, and for negotiating resources (staff and budget) with the Head of Strategic Communications. The post holder will accountable for quality and they will actively contribute to the strategic Forward plan.

**Role Context/structure**

This post reports to the Head of Strategic Communications, and is within the Communications service which is part of Corporate Services.

To make sure there is effective resource planning in the service, the Head of Strategic Communications will regularly review performance, priorities and resources with the post holder.

**Example outcomes or objectives that this role will deliver:**

* Ownership of specific areas of the Communications Strategy; and, a comprehensive forward plan of activity for their areas of responsibility
* Management and leadership skills which contribute to a high performing communications team, and the ability to negotiate priorities and resources for their areas of responsibility
* Strong relationships with senior managers and service based colleagues, and professional expertise in order to deliver a comprehensive communications service.
* High quality, evidence-based communications plans to meet the needs of the organisation, and reporting tools to show the impact and benefits of communications activity.
* Take an account management approach to managing time and resources and have clear service standards in place and being met
* Act as the main point of contact for external partners including where Communications offers a traded service or account management for marketing and communications services.
* Actively seeking to develop new partnerships and business opportunities for Communications services.

**People Management**

The role will not have direct line management responsibility; however, they will have oversight of staff working on specific projects to make sure work is delivered to a high standard, on time and to budget.

The role will be expected to embrace the ethos of a self-managed team, where resources are used flexibly to deliver agreed priority areas of work.

The role will be expected to define priorities, set objectives, allocate work strands and negotiate resources for time-limited projects and manage the workload. The post holder will agree resources with the Head of Strategic Communications, and then oversee the work of staff drawn from the flexible matrix operating model.

The role will contribute towards sharing and developing knowledge within the team.

**Relationships**

The role reports to the Head of Strategic Communications.

The post holder will be expected to plan and prioritise work in their areas of responsibility and to negotiate the required resources with the Head of Strategic Communications, and also with colleagues in directorates.

The role will be required to work directly with and give strategic communications advice to senior managers including the chief executive and elected members including the Leader of the Council and Cabinet Members.

The role will have oversight of the work of other colleagues in Communications such as temporarily assigned project team members located in the core matrix.

The role may be required to represent the Council at external meetings with partners, community groups and professional bodies such as CIPR and London Councils.

**Work Environment:**

The Communications service is based at 5 Pancras Square where all staff work in an agile way in line with Camden’s move to a paperless and flexible work environment. The role will co-locate with services for a period of time each week.

The post holder will be required to participate in an out of hours emergency planning rota and may be required to attend weekend and evening meetings.

**Technical Knowledge, Qualifications and Experience:**

* Degree level qualification or equivalent work experience
* Wide range of communications experience and knowledge of channels including digital, media and marketing skills
* Strong track record delivering evidence based campaigns and of measuring impact
* Strong account management, project management and service planning skills
* Experience of managing budgets and assigning resources to projects
* Experience of providing strategic advice to board level, senior officers and elected members.
* Crisis communications and emergency planning skills
* Political awareness and sound judgement
* Experience leading partnership working and managing stakeholder relationships
* Excellent oral and written communication skills

**The Camden Way**

There are five key Ways of Working at Camden;

* Deliver for the people of Camden
* Work as one team
* Take pride in getting it right
* Find better ways
* Take a lead

These ways of working can now be translated as being ‘The Camden Way’.

The post holder will be expected to understand The Camden Way and that this represents a step-change in the way we work at Camden. Resources will be focussed on achieving those outcomes which are outlined in the Camden Plan, and which have been confirmed as priority campaigns for Communications. The Camden Way involves a reduction in the layers of management, with greater decision-making occurring at operational level.

The post holder will be expected to show in their work how our organisational culture is driven by the Camden Way; where everyone is focused on what matters to customers and is empowered to take a lead to deliver great customer service, whether this be in making informed day-to-day decisions, driving improvement and being innovative.

For Communications, the Camden Way means using our evidence base to deliver the Communications Strategy through targeted, accessible communications activity that is creative and modern, and which reaches all our customers through the channels we know they prefer.

**Camden Core Behaviours:**

• Adaptability – Level 3

• Customer service – Level 3

• Driving improvement – Level 3

• Working Together – Level 3

* Leading People – 3

**Camden Additional Behaviours:**

* Organisation awareness – Level 3
* Strategic perspective – Level 3