

Job Title: TVLRF Stakeholder Engagement and Communications Officer	
Job Evaluation Number	F003

JOB DESCRIPTION

Job Title: TVLRF Stakeholder Engagement and Communications Officer	Location: Flexible; mix of remote working balanced with need to attend in-person meetings
Job Family: Business Support	Role Profile Title: BB4 Police Staff
Reports To: TVLRF Strategic Engagement Manager	Band level: 4I
Staff Responsibilities (direct line management of): Nil	

a. **OVERALL PURPOSE OF THE ROLE:** Defines the role, put simply, why it exists.

The overall purpose of the role is to:

- Review the purpose, function and structure of the Thames Valley Local Resilience Forum (TVLRF) Warning and Informing Group
- Work with partners and the TVLRF Executive Group to identify recommendations for development and implement changes to enhance collaboration within the area of Warning and Informing
- Lead the development and implementation of a new, fit for purpose, TVLRF website
- Provide specialist communication and engagement support for TVLRF, to include the update of critical communication materials in preparation for, and in response to, major incidents

b. **KEY ACCOUNTABILITY AREAS:** Define the important aspect of the role for which the job holder is responsible for results or outcomes.

The key result areas in the role are as follows:

1. Review the effectiveness of the existing Thames Valley Local Resilience Forum (TVLRF) Warning and Informing group. Map the partnerships and engage with partners to understand how they perceive TVLRF, their current involvement and their recommendations for improved future working relationships.
2. As part of the review, evaluate new and existing channels available to communicate with partners and with the public. If required, make recommendations for change to the Executive and work closely with partners to deliver the changes and create new processes for the use and management of the channels.
3. Develop and launch a new, fit for purpose, engaging and informative public-facing website for TVLRF and update/refresh existing communications materials.
4. Work with partners to update the public version of the [Community Risk Register](#). This critical document provides information on the biggest emergencies that could happen in the Thames Valley, together with an assessment of how likely they are to happen and the impacts if they do. This includes the impacts to people, their houses, the environment and local businesses.
5. Review the day-to-day planning and delivery of TVLRF internal, external and partnership communications and if required recommend changes to existing processes. Lead development and delivery of those internal, external and partnership communications.
6. Work with the TVLRF team and partners to support and deliver collaborative internal and external communications responses to relevant local, regional and national announcements and major incidents.

Job Title: TVLRF Stakeholder Engagement and Communications Officer	
Job Evaluation Number	F003

c. **DIMENSIONS:** Include matters as key result areas that make the greatest demands on the role holder, seasonal pressures, items processed, the number of customers and/or level of authority to make financial decisions or commit other resources.

Further Comments:

The role is instrumental in bringing together the complex partnerships across the Thames Valley LRF. It will provide a unique opportunity to review partnerships and lead collaborative work with partners to prepare TVLRF for current and future challenges.

d. CHARACTERISTICS OF THE ROLE

Expertise: Concerned with the level of administrative, professional and/or technical expertise (knowledge and skills) needed to perform the role effectively; may be acquired through experience, specialised training, and/or professional or specialist education and training.

<i>The knowledge or skills required in the role are as follows (essential or desirable):</i>	<i>E/D</i>
1. Stakeholder engagement and communications experience, particularly relating to building relationships with people across a range of organisations.	E
2. Experience of working in a large organisation across a complex partnership landscape.	E
3. Excellent interpersonal, influencing and networking skills, a good team player and sound problem-solving ability.	E
4. Proven ability to plan, prioritise, implement and monitor programmes seeing the work through to completion, including excellent writing skills for a variety of audiences.	E
5. Excellent IT skills and a thorough understanding of the use of digital channels for communication.	E
6. Proven experience of negotiating and influencing at a senior level as the role requires you to provide advice to an executive team and partner organisations.	E
7. Experience of creating a new website, working to accessibility guidelines and developing materials for public consumption.	E
8. Experience of working in a resilience environment, knowledge of multi-agency structures and emergency planning.	D