

Job Title: CTPSE/SEROCU Communications Manager	
Job Evaluation Number	C161

## JOB DESCRIPTION

<b>Job Title:</b> CTPSE/SEROCU Strategic Communications Lead	<b>Location:</b> HQ South
<b>Job Family:</b> Business Support	<b>Role Profile Title:</b> BB5 Police Staff
<b>Reports To:</b> Head of Corporate Communications	<b>Band level:</b> 5K
<b>Staff Responsibilities (direct line management of):</b> CTPSE/SEROCU Communications Manager and CTPSE Communications Officer	

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

**The overall purpose of the role is to:** provide an effective internal, external and stakeholder communications support service to both CTPSE/SEROCU, ensuring multiple audiences are well informed of the work being done by both units to keep communities safe. Work with other South East Forces to support, collaborate and coordinate communications relating to CTPSE/SEROCU related matters.

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. Lead on internal, external and stakeholder communications for CTPSE/SEROCU across the five Forces in the South East Region, to ensure compliance with Approved Professional Practice, Media Law, national/local protocols and policies.
2. Advocate the importance of the communications function to Officers and staff across both units in order to embed the function to fully support operational and organisational requirements.
3. Advise the Assistant Chief Constable, Head of CTPSE, Head of SEROCU and other Senior Officers/staff in the area of media relations, consequence management, campaigns and employee communication/engagement. Ensure effective communication strategies, plans and responses are developed and implemented.
4. Implement effective communications strategies and plans to help achieve operational and organisational requirements for both CTPSE and SEROCU.
5. Manage a team of communications specialists to deliver all internal/external communications for CTPSE/SEROCU. Manage team demands, service delivery and development to ensure their skills/knowledge meet organisational need.
6. Establish and maintain effective working relationships with corporate communications departments across the region; developing, implementing and working to a memorandum of understanding that enables support, collaborating and commissioning to ensure the timely delivery of an integrated communications service for both planned and reactive outputs.
7. Develop effective working relationships with communication colleagues at a regional level across the Counter Terrorism and Organised Crime networks and at a national level National Counter Terrorism Policing Head Quarters, National Police Chiefs Council, Home Office and the National Crime Agency to develop a professional network to enable coordination of communications regionally and sharing of best practice to further enhance the work of both units.
8. Support the regional communications team's preparedness to a counter terrorism incident through taking part in multi-agency emergency planning exercises to test plans and protocols.

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9. Act as single point of contact in the event of a Counter Terrorism Incident for regional communication coordination; advise Head of Investigations and act as a conduit between NCTPHQ, CTPSE and the Head of Corporate Communications.

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

<b>Further Comments:</b>
The role leads the unit handling effective delivery of internal, external and stakeholder communications for CTPSE/SEROCU. Both units are tasked with keeping communities across the South East safe from serious harm. Officers/staff need to be well informed: it is vital the public, media and other stakeholders have an awareness of the unit's work and its role in keeping communities safe.
The role holder will work within the host Force's Corporate Communication department, reporting to the Head of Corporate Communications, acting as communications advisor to the Assistant Chief Constable CTPSE/SEROCU, Heads of CTPSE/SEROCU, Head of Departments and relevant stakeholders.
The regional Counter Terrorism and Organised Crime Units Communications team cover the South East (Hampshire, Kent, Surrey, Sussex and Thames Valley). As such the role holder will collaborate on a regular basis with the communications teams and heads of department from the five Forces, National Counter Terrorism Policing Network, National Police Chiefs Council, Home Office and the National Crime Agency.
The role holder will operate at middle to strategic level, developing and implementing communications strategies for all CTPSE/SEROCU related matters.
The role holder must have the capability to travel to different locations across the Force and South East region to undertake assignments of any nature in a timely manner whilst being available to work flexibly, unsociable hours and participate in an out of hours escalation/on call rota.
On occasions, due to operational requirements the role holder may be required to provide support across the corporate communications department (inclusive of out of hours support and weekends)

#### 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.

<b>The knowledge or skills required in the role are as follows (essential or desirable):</b>	<b>E/D</b>
1. Nationally recognised qualification in communications, public relations, journalism or management or equivalent communications experience.	E
2. Recent and proven communication experience including crisis communications in a large public, private sector or high profile organisation.	E
3. Experience of managing, motivating and developing a team.	E
4. Proven ability/experience to think and plan strategically, monitor and evaluate.	E

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5. Proven ability to work with people at all levels, operating in a fast paced pressurised environment and a comprehensive understanding of diversity issues.	E
6. Excellent interpersonal skills with the ability to negotiate/influence others whilst operating in a pressured environment with short timescales.	E
7. Excellent IT skills and a thorough understanding of the use of digital channels for communication.	E
8. Must have capability to travel to different locations across the Force and South East Region, undertaking all assignments in a timely manner, being available to work some evenings and weekends, where required. Due to the requirement to work flexibly, participate in an on call rota**, unsocial hours and personal safety for lone working; public transport may not be available or suitable at these times. For this reason a full UK driving licence is considered essential *.	E
<p><b>Additional comments:</b> At interview, candidates will be asked to:</p> <p>* confirm their willingness to undertake the Basic Driving Assessment, which in turn will enable the use of a police authorised vehicle.</p> <p>** participate in a regular on call rota</p>	