



JOB DESCRIPTION

POST TITLE	: Senior Communications Manager – ERP Project
LOCATION	: Force HQ
DEPARTMENT	: Corporate Communications & Public Engagement
GRADE	: SPA 11
HOURS OF DUTY	: Flexitime: 37 hour, 5 day week, normal hours plus evenings and weekends as required. Hours in excess of 37 will give an entitlement to time off in lieu as agreed with the Communications Team Manager.
RESPONSIBLE TO	: Communications Team Manager
RESPONSIBLE FOR (purpose of role)	: To support the Corporate Communications Departments across TVP, Surrey and Sussex to deliver excellent communications support for the Enterprise Resource Planning (ERP) Programme. To personally take responsibility for higher risk issues and deputise for managers within the department.

PRINCIPAL ACCOUNTABILITIES

1	Work with the senior management teams in TVP, Sussex and Surrey to develop communications for the Enterprise Resource Planning (ERP) Programme, ensuring all activity delivers operational outcomes and measurable business benefits in line with force priorities.
2	Take responsibility for supervising and mentoring members of the department for particular projects and campaigns where required and deputise for the Communications Team Managers where appropriate (e.g. sickness/annual leave).
3	Have oversight of the communications of TVP, Sussex and Surrey Police ERP Programme, supporting programmes to achieve their objectives through effective communication and engagement and acting as SMT representative at force level meetings.
4	Personally take responsibility for delivering communications strategies for higher risk internal and external campaigns, including managing and delivering communications both internally and externally for the Enterprise Resource Planning (ERP) Programme across TVP, Surrey and Sussex.
5	Provide expert communications advice to others in force, often at senior levels, including advising gold groups.

6	When required, operate as Silver Communications in the context of a major or critical incident, developing and directing the implementation of communications tactics, working to a strategy set by Gold Communications, often in liaison with several partners and external stakeholders, to ensure public safety and confidence under our statutory Warning and Informing requirements, and assist operational tactics.
7	Undertake other duties appropriate to the grade and character of work as may be reasonably required, including specific duties of a similar or lesser graded post.

BUDGETRY ACCOUNTABILITIES (if applicable)

1	No direct budgetary responsibility.
----------	-------------------------------------

Person Specification

Includes relevant knowledge, skills and experience, however acquired, to ensure effective performance in the role.

EXPERIENCE & KNOWLEDGE Skills & competencies	ESSENTIAL	DESIRABLE
	<ul style="list-style-type: none"> ▫ <i>Essential criteria are those that are critical for the satisfactory performance of the role</i> ▫ <i>It is expected that all applicants meet the essential criteria to be eligible for appointment</i> 	<ul style="list-style-type: none"> ▫ <i>Desirable criteria are those that enhance the person's capacity to do the role</i> ▫ <i>These are not generally listed as essential as they can be acquired once in employment.</i>
Education and Training <ul style="list-style-type: none"> ▫ General education ▫ Specialist training <p>(qualifications necessary to undertake the role; consider if there is a genuine need for the qualifications/area of knowledge)</p>	<ul style="list-style-type: none"> ▫ Degree-level academic or professional qualification in a communications discipline or equivalent professional experience ▫ Commitment to continued professional development 	<ul style="list-style-type: none"> ▫ Vocational or post-graduate communications diploma, such as via CIM or CIPR
Personal attributes (relevant to the role)	<ul style="list-style-type: none"> ▫ Professional experience in a corporate communications discipline ▫ Experience of leading and motivating others ▫ An analytical, strategic approach to problem-solving ▫ Ability to balance and manage conflict between 	<ul style="list-style-type: none"> ▫ Experience delivering communications across multiple channels ▫ Professional experience of operating in a policing environment ▫ Experience managing teams that handle a large portfolio of issues ▫ Experience in project

	<p>short and long term priorities and reactive/proactive work</p> <ul style="list-style-type: none"> ▫ Proven decision-making skills under pressure ▫ Excellent experience and confidence influencing and advising senior colleagues and external stakeholders ▫ Sound strategic judgement and understanding of organisational culture ▫ Excellent customer service skills ▫ Exceptional interpersonal and formal communications skills 	<p>management</p> <ul style="list-style-type: none"> ▫ Experience assessing and managing risk
--	--	--