

Job description and Person Specification Level 2/EO

Job title	Communications Officer
Grade	Communications Officer (EO)/ Band D
Salary	£29,500 London salary £26,000 National salary
Responsible to	Senior Communications Manager
Base/location	National or London (Clive House, Petty France) The role will be contractually based at the nearest MoJ hub/office but YJB staff work flexibly, including from their homes.
FTE/hours	37 hours
Job type (i.e. fixed term/permanent)	Permanent
Security Clearance Required	Baseline (BPSS)

Who are we?

The YJB is the public body which advises Ministers, including the Secretary of State for Justice on the youth justice system. Our ambition is to see a Child First youth justice system. A system which looks to children's strengths and supports children to become the best version of themselves. To this effect we engage with a wide variety of organisations, partners and parties with an interest in youth justice, we share good practice, champion improvement and issue grants.

Our Vision

Working to ensure a youth justice system that sees children as children, treats them fairly and helps them to build on their strengths so they can make a constructive contribution to society. This will prevent offending and create safer communities with fewer victims.

Aims of the Youth Justice System

Prevention of offending by children and young people:

- To reduce the number of children in the youth justice system
- To reduce reoffending by children in the youth justice system
- To improve the safety and wellbeing of children in the youth justice system
- To improve outcomes of children in the youth justice system

Benefits of working for the YJB

- Opportunity to work in an organisation that
- Civil Service Pension Scheme, currently Alpha, or continuous service transfer of Classic, Classic Plus, Premium or Nuvo as applicable
- Annual leave of 25 days per annum plus public holidays (or for those transferring directly from Civil Service Departments, their Agencies, Arms-Length Bodies (ALBs) and Non-Departmental Public Bodies (NDPB) we will match current annual leave entitlement, up to 30 days
- As an accredited NDPB we can accept your continuous service from other Civil Service departments their agencies and ALBs/NDBPs.
- Flexible working opportunities in line with business needs
- Special recognition bonus scheme
- Special leave for unplanned emergencies
- Employee Assistance Programme offering confidential support and advice for personal and work issues
- Eyecare vouchers
- Flu jabs
- Season ticket loans
- Support for learning and development
- Professional HR Case Management support for managers

Job Summary

The Youth Justice Board (YJB) is committed to working towards better outcomes for children in contact with the youth justice system and better outcomes for the communities in which they live. The main purpose of the role is to develop and deliver outstanding communications support within a small but passionate and experienced team. The role is varied and challenging, so a capacity for adaptable working and producing high quality work to tight deadlines is vital.

Our team is responsible for the whole communications matrix so this is an ideal role for a self-starter looking to gain experience and develop their skills across internal communications, events, design, digital and social media.

We are looking for a talented and motivated communications professional who will thrive on the variety of work that you will be responsible for within a small team. You'll have a can-do attitude, excellent relationship management skills and will be able to write clear and succinct messages for a range of audiences.

Main responsibilities

You will:

- Produce good quality, timely communications for internal and external audiences
- Contribute to, and potentially lead on, the running of the YJB's social media channels, including Twitter and LinkedIn
- Ensure our intranet includes engaging and relevant messages for staff
- Support the development and publication of online materials and resources
- Be a trusted advisor, working with colleagues across the organisation to support them in disseminating information using the most appropriate channels
- Analyse, measure and evaluate communications activity
- Support the team with the organisation and delivery of internal and external events
- Carry out relevant admin tasks to support the team, such as monitoring our joint inbox
- Use basic design and layout skills to create attractive, accessible documents and presentations
- Be accountable for managing your own workload

Please also see the [grade summary](#)

Personal qualities, skills and experience

Required skills and experience

- Experience creating communication products to tight deadlines
- Strong planning and people skills
- Highly organised with an eye for detail
- Knowledge of the communications landscape, including internal and digital communications
- Ability to work under pressure, manage competing priorities and changing deadlines
- Strong relationship management skills, effective at negotiating and influencing
- Knowledge of communications best-practice
- Highly proficient in using IT Systems which includes, but is not limited to the expert level use of Microsoft Office suite, e.g. Word, Excel, Microsoft Outlook, PowerPoint

Desirable skills/experience – please note, if you do not already have this experience we will be happy to support you to develop your skills in these areas.

- Experience of organising events
- Experience and/or knowledge of design
- Experience of corporate social media use
- Experience in the production and editing of audio and visual content

Selection process

This vacancy is using [Success Profiles](#), and the [Government Communication Competency Framework](#) and will assess your behaviours, technical skills, essential abilities and strengths during the selection process.

Technical skills:

Insight - Use insight to identify target audiences and partners, support decision making and help inform the overall communication approach.

Ideas - Design and develop engaging, targeted content and messages suitable for use across a range of channels.

Implementation - Demonstrate good written and oral communication skills. Write clearly, concisely and accurately.

Impact - Analyse evidence to assess effectiveness of communication and identify lessons learned

Behaviours

Communicating and Influencing (Lead behaviour)

Communicate clearly and concisely both orally and in writing. Take time to consider the best communication channel to use for the audience, including making the best of digital resources and considering value for money. Interact with others in an enthusiastic way. Express ideas clearly and with respect for others. Listen to and value different ideas, views and ways of working. Respond constructively and objectively to comments and questions. Handle challenging conversations with confidence and sensitivity.

Working Together

Develop a range of contacts outside own team and identify opportunities to share knowledge, information and learning. Show genuine interest when listening to others. Contribute to an inclusive working environment where all opinions and challenges are listened to and all individual needs are taken into account. Ensure it is clear that bullying, harassment and discrimination are unacceptable. Offer support and help to colleagues when in need, including consideration of your own and their

wellbeing. Change ways of working to aid cooperation within and between teams in order to achieve results.

Seeing the Big Picture

Understand how your work and the work of your team supports wider objectives and meets the diverse needs of stakeholders. Keep up to date with the issues that affect your work area. Take a keen interest in expanding knowledge in areas related to your work. Focus on overall goals and not just specific tasks to meet priorities

Delivering at Pace

Regularly review the success of activities in the team to identify barriers to progress or challenging objectives. Identify who and what is required to ensure success, set clear goals and areas of responsibility and continually assess workloads considering individual needs. Follow relevant policies, procedures and legislation to complete your work. Ensure colleagues have the correct tools and resources available to them to do their jobs. Have a positive and focused attitude to achieving outcomes, despite any setbacks. Regularly check performance against objectives, making suggestions for improvement or taking corrective action where necessary. Ensure that colleagues are supported where tasks are challenging.

How to apply

The assessment process will be made up of two parts:

Application Stage:

To apply for the role we would like to know more about your experience against key behaviours necessary for the role, including the lead behaviour of communicating and influencing.

Interview Stage: Interviews will cover the technical skills, strengths and behaviours necessary for the role, in line with [Success Profiles](#) and the GCS competency framework. This stage will also include a short written copy assessment.