

# Role Profile

## Part A - Grade & Structure Information

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| Job Family Code               | 8BF         | Role Title              | HDRC Communications Officer                              |
| Grade                         | PS8         | Reports to (role title) | HDRC Surrey Programme Manager                            |
| JE Band                       | 269-313     | Directorate / School    | Health Determinants Research Collaboration (HDRC) Surrey |
| Date Role Profile was created | Apr-26      | Service / Department    | Public Health - AWWP                                     |
| Agile                         | Information | DBS Requirement         | Not Required                                             |

## Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

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| <b>Role Purpose</b><br>including key outputs | <p>This is an 18-month fixed-term contract opportunity. This is a part-time role (0.6FTE).</p> <p>We are looking for an ambitious, driven and inspiring Communications n Officer to support the Health Determinants Research Collaboration (HDRC) Surrey. The post holder has responsibility for the delivery of the HDRC Surrey communications strategy, contributing to its ongoing development and ensuring that communications activities support the needs of the programme and overall objectives of the council.</p> <p>The post holder will act as a subject specialist for HDRC Surrey. You will be involved in:</p> <ul style="list-style-type: none"> <li>- Supporting the delivery of internal communications and staff engagement.</li> <li>- Supporting the handling of media relations with support of wider Comms service.</li> <li>- Playing a key role in the production of high quality promotional material and the identification of positive stories about the work of HDRC Surrey within the council, and its staff.</li> <li>- Maintaining the HDRC Surrey website, staff intranet and social media channels which includes creating blog posts, articles, short updates and infographics.</li> <li>- Ensuring alignment with corporate branding and NIHR branding guidelines.</li> <li>- Ensuring that HDRC Surrey places a high value on responsiveness to community needs by demonstrating a commitment to meeting and involving the broadest range of citizens, communities, and partners in HDRC communications and dissemination activities.</li> <li>- Working with a range of stakeholders including community members, VCFSE groups, district and borough councils, elected members, senior managers, and local authority staff across Surrey Council County to actively promote the work of HDRC Surrey and research collaboration. This includes supporting HDRC Surrey with organising and promoting events (conferences, workshops, roadshows) to engage with our key stakeholders.</li> <li>- Create and manage a HDRC Surrey newsletter.</li> </ul> |
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| <b>Work Context</b>                                                                                          | <p>The communications service works with the leadership of the council to promote the aims and achievements of the council to residents, partners and key stakeholders.</p> <p>This role plays a key role in liaising with stakeholders both within the council and externally to ensure the delivery of high quality communications service that promotes the needs of individual services of the council while supporting the overall objectives of the council.</p> <p>The council seeks to encourage genuine engagement between service users and service providers.</p> <p>Whilst the base for the role will be Woodhatch Place, you will be required to work from other area offices as dictated by service needs. The postholder may be required to work flexibly and, occasionally, out of hours.</p> <p>This role supports the Health Determinants Research Collaboration (HDRC) Surrey programme funded by the National Institute of Health and Care Research (NIHR). HDRC Surrey is delivered by Surrey County Council, in collaboration with the University of Surrey (UoS), alongside local partners including Surrey's voluntary and community sector.</p> <p>HDRC Surrey is designed to boost the capacity of Surrey County Council to do research, together with our communities, with the aim of improving health outcomes and reducing health inequalities in Surrey communities. HDRC Surrey aims to develop a sustainable research culture, build research capacity and capability, and increase our local evidence-base on wider determinants of health.</p>                                                      |
| <b>Line management responsibility</b><br>if applicable                                                       | N/A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Budget responsibility</b><br>if applicable                                                                | Working with the HDRC Surrey programme delivery team to delegate budget, as required, to procure any systems and services required to deliver the communications and dissemination function e.g. printing, banners.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Representative Accountabilities</b><br>Typical accountabilities in roles at this level in this job family | <p><b>Analysis, Reporting &amp; Documentation</b></p> <ul style="list-style-type: none"> <li>• Prepare and analyse management information, including financial reports / project plans, recommending actions as appropriate.</li> <li>• Maintain, develop and review business support systems, processes and procedures to secure a quality, cost effective service and continuous improvement.</li> </ul> <p><b>Service Delivery</b></p> <ul style="list-style-type: none"> <li>• Deliver a range of specialist services advising and assisting customers in area of expertise, to maximise service quality, efficiency and continuity.</li> <li>• Maintains knowledge of the organisation's current systems, policies and procedures.</li> <li>• Resolve issues/queries independently, recommend alternative solutions if unable to assist, and ensure efficient, day-to-day customer service is delivered.</li> </ul> <p><b>Planning &amp; Organising</b></p> <ul style="list-style-type: none"> <li>• Monitor service objectives and standards within own area of work to ensure effective service delivery.</li> <li>• Plan and prioritise own work activities for the months ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed.</li> </ul> <p><b>Finance/Resource Management</b></p> <ul style="list-style-type: none"> <li>• Assist budget/resource management in accordance with the organisation's policies and procedures.</li> <li>• Maintains, develops and reviews financial support systems, processes and procedures.</li> </ul> <p>Work with others</p> |

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|                                                                                                                             | <ul style="list-style-type: none"> <li>• Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service.</li> <li>• Undertake and coordinate projects and reviews in a defined area of activity to support and enhance service delivery.</li> </ul> <p>People Management</p> <p>Either:</p> <ul style="list-style-type: none"> <li>• Manage staff, allocating and prioritising their work and manage performance to secure efficient service delivery.</li> <li>• Oversee the work of others as the most experienced team member.</li> </ul> <p>And/Or:</p> <ul style="list-style-type: none"> <li>• Operate as an individual maintaining and improving operational efficiency and quality of service of own area.</li> <li>• May be recognised as the main point of contact for a particular specialised process, system or procedure or for a senior member of staff.</li> </ul> <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p> |
| <b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b>                                | <ul style="list-style-type: none"> <li>• Educated to 'A' level standard, or able to evidence ability at an equivalent level.</li> <li>• Professional business qualification to NVQ Level 4, or able to evidence knowledge and understanding of appropriate business disciplines; willingness to study for a relevant professional qualification if appropriate.</li> <li>• For some roles a relevant degree may be required.</li> <li>• Excellent IT skills.</li> <li>• Excellent written and oral communication skills with the ability to build sound relationships with customers, adapting styles to different situations.</li> <li>• High level administrative/organisational and analytical skills.</li> <li>• Ability to manage a range of projects through to completion.</li> <li>• Effective interpersonal, influencing and negotiation skills.</li> <li>• Practical experience and understanding of business supporting service teams and/or providing support to the public (where appropriate).</li> <li>• Experience of leading a team (where appropriate).</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b> | <p>Experience of working communications roles, preferably within large organisations</p> <p>Knowledge of some of the following comms activities: Media Relations, campaign planning, evaluation and internal communications.</p> <p>Knowledge of communications planning in complex stakeholder environments</p> <p>Strong writing and editing skills across a range of media, including digital, to ensure a high quality of publicity material.</p> <p>Travel around the county to meet the demands of the role.</p> <p>Ability to tailor research related communications to a range of public and professional audiences.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

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| <b>Role Summary</b>     | <p>Roles at this level may manage a straightforward operational activity or small team, provide specialist support services or they may be in the second year of a professional career development role. They have in-depth knowledge of methods, systems and procedures and possess practical understanding in one or more disciplines, for example finance, HR, communications, facilities, procurement. They are often process 'experts' seeking to deliver maximum efficiency within a defined process. A thorough knowledge of their own area or discipline is required although overall supervision from a more experienced professional is in place. They work collaboratively with customers, staff, partner organisations, agencies and/or contractors and play a major role in maintaining quality standards and/or engaging in project management.</p> |
| <b>Reference Number</b> | BM-2026-195                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

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