

JOB DESCRIPTION

1. JOB DETAILS

Job Holder	Community Housing Cymru
Job Title	External Affairs Assistant
Line Manager	Head of Policy and External Affairs
Directorate	Policy and External Affairs
Location	Hybrid / Cardiff

2. JOB PURPOSE

- To support the Policy and External Affairs team across its work areas, including communications and public affairs, policy and research, and events through effective and efficient administrative support.
- To support effective delivery across the Policy and External Affairs team, using tools such as our External Affairs planner to map, coordinate and deliver activities.
- To support dissemination and communication of external affairs work
- To support maintenance of the website and Housing Hub and ensure timely, clear updates are communicated to our members.
- To work with the Communications Advisor on low risk internal and external communications activities, developing multimedia content for use across multiple channels.
- To work with the Communications Advisor to build and maintain a bank of case studies that evidences good practice by our members.
- To monitor the media, sharing relevant news internally and adding to our internal record.
- To be a digital platform superuser, learning how to effectively use platforms including our website CMS, MailChimp, Canva, Zoom and others as needed for the role.

3. REPORTING STRUCTURE

Snip, copy and paste from org chart in here.

4. DIMENSIONS

This role is responsible for communications output linked to low risk messaging and activities.

This role will support the Policy and External Affairs team across all areas of work, supporting effective and efficient delivery on multiple priorities.

Working with the Communications Advisor, this role is responsible for ensuring internal reporting including media updates are shared and recorded accurately and in a timely fashion.

5. MAIN ACCOUNTABILITIES OF THE POST

To work on low risk communications activities in the main, supporting the Communications Advisor as needed on other activities.

To build internal relationships and, through effective administrative support and information sharing, support the delivery of external affairs priorities.

To support on website and social media content/development.

To provide support for the Policy and External Affairs team on multiple digital platforms including Craft, MailChimp, Salesforce, Zoom and others.

To source, compile, collate and disseminate best practice case studies.

To support daily media monitoring, and share relevant news internally.

Any other duties commensurate with this role.

6. WORK CONTEXT

The Policy and External Affairs Directorate is responsible for leading CHC's advocacy activity to secure change on the issues that are important to our members.

CHC operates in a busy and evolving external environment. The ability to adapt and flex our approach and the tools we use to secure change is a critical skill within this role.

Strong internal relationships are central to ensuring work across the directorate is aligned. The post holder will be expected to underpin good working practices through strong administrative support and information sharing for effective planning.

Working in the context of a busy external environment, the ability to adapt our output and methods are central to ensuring our work is effective and messaging is delivered to key audience groups. The post holder will be expected to work flexibly, supporting colleagues to deliver as needed.

7. AUTONOMY AND DECISION-MAKING

The role will operate within set policies and procedures.

Decisions this role will make:

- Approaches to members and external partners for completion of projects assigned to them.

Decisions this role will refer:

- As the post holder will focus on lower risk activities, they will be expected to refer/escalate any opportunities or concerns that arise outside this area to the relevant member of the external affairs directorate that has oversight of the project.

8. COMMUNICATIONS

Internal

This role will build strong relationships across the whole organisation to understand different job roles and organisational priorities, with the view to maximizing opportunities for CHC to be successful.

- Policy and external affairs team
- MEE team

External

- Housing association communications teams, and others within our membership that can support on developing our bank of case studies.

9. MAIN AREAS OF DIFFICULTY

The Policy and External Affairs Directorate often has a high workload which means that everyone has to adapt ways of working and priorities at times to ensure the most important work is completed.

The post holder will be expected to be adaptable in their approach, and, with support from the wider team, manage their own workload to ensure the right things are prioritised at the right time.

10. KNOWLEDGE, SKILLS AND ATTRIBUTES REQUIRED FOR THE POST

Essential:

- Up to one year's work experience, ideally in a team role
- Good written and verbal communication skills
- Experience of writing for different audiences and platforms
- Experience of posting and promotion on social media
- Works well with people and has a proven track record of working as a team member
- Good organisational and project management skills
- Ability to work on several projects at any given time
- Flexible and adaptable
- Good IT skills, and a willingness to develop
- An interest in politics, current affairs, policy making, external affairs and/or communications

Desirable:

- Relevant AS/A Levels or a similar qualification
- Work experience in communications, external affairs or a similar role

- Experience of undertaking analysis and research
- Experience of proactively developing and maintaining effective working relationships
- Ability to speak and write in Welsh

11. AGREEMENT

Job Holder's Signature

Date

Line Manager's:

Signature

Date

Title