

Office of the Police and Crime Commissioner (OPCC)

Job Description

Your Job Title: Communications Officer (two-year fixed-term)

Your Salary and Rewards: This is a Band E/D role – dependent on experience

Your Contribution to the OPCC will be:

To effectively manage provision of the connection between the OPCC and our communities, ensuring transparency through professional advice and proactive use of the right media channels and methods.

Your business as usual will include:

Media

- Handle media enquiries and draft responses (including out-of-hours cover).
- Prepare and issue press releases for PCC/DPCC/CEO.
- Advise PCC/DPCC/CEO on media strategy, messaging, and scheduling.
- Support and brief PCC/DPCC/CEO for interviews; research topics and manage logistics.
- Monitor daily media coverage; identify risks, opportunities, and trends.
- Provide monthly media reports and dashboards to PCC/DPCC/CEO.
- Organise media training for PCC/DPCC, through external provider.
- Liaise with senior media contacts and external crisis communication providers.

Social Media and Digital

- Manage and publish content across OPCC website, social channels (X, Facebook, LinkedIn, YouTube), and My Community Alert.
- Create campaigns, videos, infographics, and blogs to meet transparency and statutory requirements.
- Maintain social media planner and report engagement metrics.
- Improve analytics use and identify enhancements.
- Coordinate video production with external provider.

Publications, Design and Events

- Support design and production of OPCC publications, including graphic design for smaller publications or liaising with external design providers.
- Assist with video content creation for smaller projects.
- Help deliver events and meetings; manage media presence and expectations.
- Draft speeches and presentations for PCC/DPCC/CEO.
- Provide internal communications advice and improvements.

Other Responsibilities

- Handle confidential and sensitive operational information.
- Represent OPCC at external forums on media issues.
- Identify emerging media trends and opportunities.
- Undertake other duties aligned with the role.



Office of the Police and Crime Commissioner (OPCC)

Job Description

| Decision Making | Leadership | Managing Risk |
|---|--|---|
| <p>Has restricted financial authority to specific projects / commissioned services in regard to authorisation and monitors budgets, some of which will be up to £1m per financial year. Will have some operational decision-making responsibility day to day in line with responsibility commensurate with the post. Will make recommendations to their line manager on areas of strategic impact.</p> <p>/</p> <p>Will have some operational decision-making responsibility day to day in line with responsibility commensurate with the post. Will make recommendations to their line manager on areas of strategic impact.</p> | <p>Will engage and work in partnership with a broad range of external and internal partners and stakeholders usually at an operational level.</p> <p>/</p> <p>Will engage with some partnership working with internal and external stakeholders.</p> | <p>Will identify risks and make suggestions around how to mitigate and manage them.</p> |

How you fit:

You will be managed by our Head of Assurance and Statutory Duties who will provide you with both challenge and support in your role with us. You will also conduct work delegated directly or on behalf of the PCC/DPCC/CEO, reporting back regularly, attending leadership meetings to provided relevant updates. (Please see the diagram below of our structure)

Our Values:

We thought really carefully about our values, and they are owned by everyone.

They are used as the foundation for all we do and a fundamental part of how we undertake recruitment and selection.

There is an expectation that collectively we will strive to achieve great things, enjoy our work, make one another proud, and work with the public in mind at all times.

| | |
|------------------------------|--|
| AMBITION | <p>You are persistent and determined – using setbacks as a way to grow and improve further.</p> <p>You never place ambition above maintaining high ethical standards and acting with integrity.</p> <p>You want the best levels of service for the communities we serve.</p> |
| COMPASSION | <p>You don't hesitate to go the extra mile for others.</p> <p>You stop and consider what is going on for other people, and amend your approach accordingly.</p> <p>You want service delivery that places people first.</p> |
| ENABLING | <p>You connect, collaborate, cooperate, consider, and contribute.</p> <p>You see possibilities to bring people and resources together to make things happen.</p> <p>You use the assets of the OPCC to create opportunities that benefit the public.</p> |
| INTEGRITY & TRUST | <p>You are authentic and build real rapport with others you work with and for.</p> <p>You understand that your actions represent the OPCC at all times.</p> <p>You work to the ethos of the Nolan principles of public life.</p> |

Office of the Police and Crime Commissioner (OPCC)

Job Description

You will have:

- Strong experience in communications, especially digital and social media.
- Excellent verbal, written, and digital communication skills; adaptable to new tools and software.
- Highly organised, flexible, and able to manage competing priorities while working collaboratively with colleagues and stakeholders.
- Analytical ability to interpret social media data, identify trends, and recommend improvements.
- Skilled in editorial work and proofreading.
- Experience with graphic design content and short video packages.
- Literate and numerate, educated to GCSE level or equivalent.
- Knowledge of innovative community engagement methods.
- Committed to Continuous Professional Development.
- Proficient in Microsoft Office and other relevant applications including Hootsuite.
- Able to prioritise workload, work independently, and apply practical problem-solving.
- Accurate and timely task completion.
- Flexible, willing to learn, and able to undertake varied tasks.

You may have:

- Understanding of relevant policies, legislation, and strategies (e.g., OPCC context).
- Strong presentation skills.
- Qualification in business, administration, or media-related subjects.
- Experience handling sensitive and confidential information for senior figures.

Office of the Police and Crime Commissioner (OPCC)

Job Description

Our Organisation – Our People

