



Job Description

Executive Officer - Communications

CORU is recruiting for an Executive Officer in its Communications Department. The Executive Officer will be responsible for a range of communications activities including stakeholder engagement, customer service management, website management, maintenance of contacts databases and design and print production. The position involves working as part of a small communications team reporting to the Communications Manager.

The Executive Officer will:

- Prepare content and upload to website using content management systems
- Arrange responses to external emails and escalate issues as required
- Manage design and print arrangements for all marketing materials
- Write and coordinate accurate information for publications and newsletters
- Maintain and update all contacts databases
- Manage the issuing of mail merge letters, bulk mailing
- Draft Parliamentary Question responses
- Organise and provide assistance with public, internal communication and consultation events
- Assist with the preparation of meeting packs for Council, Board and Committee meetings including development of policy papers and recommendations
- Contribute to the annual report, corporate plans and business plans
- Deal with queries and complaints and be fully familiar with all CORU policy and developments
- Manage query processes and identify opportunities for improvement
- Participate fully in any cross functional initiatives from time to time
- Assist with general office administration eg post, facilities etc.
- Any other tasks as may be assigned by the Head of Department or CEO from time to time

Knowledge and Experience:

Essential

- A relevant third level qualification or equivalent
- At least two years' relevant experience in an administrative role is required, preferably in the area of Communications or PR
- Must have very good business writing skills and be able to demonstrate examples of same.
- PC Proficiency and knowledge of office processes are essential
- Superior communication skills, both written and verbal are a vital part of the role
- Excellent organisational skills are essential. The person must have the ability to handle multiple priorities and deliver targets within tight time frames while contributing to high quality services
- Excellent attention to detail
- Ability to take ownership and work on own initiative

- Results focused
- Enthusiasm, professionalism and flexibility
- Ability to maintain strict confidentiality

Desirable

- Knowledge of a regulatory / education / health and social care environment
- Knowledge of social media use in an organizational context
- Experience in using CMS platforms, Adobe InDesign, Mail Chimp and Survey Monkey.

This job description is intended as a basic guide to the scope and responsibilities of the position; it is subject to regular review and amendment as necessary.