

Labour Research Service

JOB DESCRIPTION

1. Job descriptions do not stand in isolation. They operate within the broader framework of LRS policies, systems, procedures and budget.
2. Job descriptions provide the basis for more detailed work plans and performance indicators.
3. In addition to this job description the employee undertakes to perform any other tasks assigned to her/him from time to time that are broadly within the areas of responsibility outlined.

Communications Officer

Purpose of job

The Communications Officer will coordinate all aspects of the online media presence of the organisation and drive strategy development. They will manage internal and external communications of the organisation, resulting in a professional first line of contact with the LRS and strategic outward communications.

Position in organisation

The Communications Officer reports to the Executive Director and is accountable to the Executive Director and the senior management team. The Communications Officer expected to consult widely in the organisation in the discharge of their duties.

Key Performance Areas (KPA's)

- KPA 1: Develop and coordinate all aspects of the online media presence of the organisation
- KPA 2: Drive communications strategy development
- KPA 3: Manage internal and external communications of the organisation
- KPA 4: Communication
- KPA 5: Building LRS culture

KPA 1: (a) Develop and coordinate all aspects of the online media presence of the organisation

- Develop online media strategy for optimizing profile, messaging and reach of the organisation and its work in consultation with leadership
- Communicate strategy within organisation
- Coordinate and contribute to content development and messaging across all platforms
- Manage relevant service providers for cost and quality

(b) Drive communications strategy development

- Implement and present quarterly assessments of communications strategy
- Engage staff and management on strategy renewal annually and present plan

KPA 2: Contribution to LRS projects

- Develop and implement communications strategies at project and programme level, which facilitate information exchange and identity building for networks and other groupings.
- Provide quarterly evaluation of project and programme initiatives

KPA 3: Manage internal and external communications of the organisation

- Coordinate strategy, design, approach and structure of internal and external communications, from reception to executive director.
- Manage frontline communications of the organisation including online media, print media, telephone and email.
- Manage and develop branding and design of LRS communications broadly across all media, including web, print media and external communications including publications.
- Manage relevant service providers for cost and quality

KPA 4: Communication

Core tasks (numbered) and achievement indicators (bulleted):

4.1 Internal communication

- preparation for, attendance of and participation in:
 - unit meetings: updates, preparation and presentation of work plans and periodic progress reports, evaluation of work, etc.
 - staff meetings: organisational updates and developments etc.

- evening seminars and any other events of interest organized by LRS
- liaison with other units/organisational members and admin where support is needed
- submission and discussion of work plans and reports, in line with agreed time schedules, to obtain evaluative comment and feed-back

4.2 External communication

- liaison and interaction with company management, unions and workers
- preparation and presentation final reports

KPA 5: Building LRS culture

Achievement indicators:

- all work grounded in an allegiance to workers, their organisations and struggles
- commitment to the LRS mission, strategic objectives and participatory work ethic continuously demonstrated
- good standing of LRS enhanced in all external interactions with companies under research, member unions, funders, NGOs and the general public
- supportive and sharing work environment created through inter-personal and inter-unit co-operation
- own and other people's time and work schedules respected, with deadlines taken seriously and contingency plans in place in the event of delays
- ongoing training and development taken on as a responsibility of both the individual and LRS
- own mentoring/support systems in place and used to further own learning and development
- regular self-evaluation of own role and contribution in organisation and as a representative of LRS in other structures and forums

Decision-Making Authority

All decision-making subject to agreed annual plans and performance objectives as negotiated with Director/Board.

Authority granted:

Authority to make recommendations:

- recommendations about communications strategy and implementation broadly.
- recommendations about relevant service providers

Authority to take decisions:

- decisions about travel and accommodation arrangements, within budget
- decisions about monthly work planning and scheduling



- task-related decisions about daily routines and communication

Authority withheld:

- any financial decision-making
- decisions contrary to LRS policy, or outside negotiated parameters
- decisions which may have legal implications for LRS, or may result in litigation