

Job Description

Communications Officer

The Office of:	Clive Lewis MP - Norwich South
Employee Name:	New starter
Job title	Communications Officer
Salary band	£24000 - £38197
Location	London

Key responsibilities

- Analyse patterns of enquiries and produce reports
- Assist surgeries and other meetings and follow up as appropriate
- Attend constituency meetings as appropriate
- Critically analyse patterns of enquiries and articulate the findings in reports and communication with the MP and other staff members
- Deal with large numbers of standard queries, as well as assisting on more complex cases from members of the public by phone, email, social media or face to face. Ongoing communication may be required
- Draft responses to constituents
- Ensure records are kept and information managed confidentially in line with the data protection legislation
- Establish, monitor and update a social media and online presence in the constituency. Produce online graphics and video content, as well as publicising surgeries and news alerts etc.
- Follow up on social media queries and comments
- Manage and monitor social media enquiries, dealing with cases that do not need to be transferred to a higher level. Ensure all enquiries are dealt with in a timely manner
- Monitor media coverage, liaise with media, prepare press releases as required (on constituency, non-party-political matters)
- Produce press releases, liaise with the media, meeting deadlines as appropriate
- Retain records and information confidentially and in line with the Data Protection Act

Additional responsibilities

Support the MP's Parliamentary and constituency activities and campaigns as required, including through drafting communications materials, organising meetings and events, and undertaking research

Oversee content planning, creation, and scheduling, including managing the MP's website and social media channels

Monitor Parliamentary business and the media, proactively creating reactive content and working with MP and team members on all aspects of what is required to deliver content