

Job Description

Job title:	Communications Assistant
Team:	Pensions Development
Reporting to:	Communications Officer
Direct reports:	None
Grade:	Grade 6

Overall Job purpose

NILGOSC's mission statement is "to operate the pension scheme efficiently and effectively while enhancing the quality of service provided to stakeholders". As Communications Assistant, you will play an important role in delivering a high-quality service to our stakeholders and assisting the Communications Officer with the development and implementation of NILGOSC's Communication Workplan and improving NILGOSC's communications. There are often competing priorities with urgent tasks needing completion within challenging timescales. You will be primarily responsible for supporting the day-to-day running, updating and development of NILGOSC's corporate website and its separate on-line member portal. You will have a key role in ensuring that the websites and all content updates meet accessibility requirements.

Main areas of responsibility

- Member on-line portal and NILGOSC's corporate website – you will be responsible for the day-to day running, maintenance, updating and promotion of these websites. This will include assisting with a project to implement a new member portal.
- NILGOSC's Communications Workplan – you will support the Communications Officer with the implementation of the annual workplan, which sets out the tasks and target dates for the year.
- Accessibility – you will be an in-house expert on the accessibility requirements for public sector websites and, along with making content accessible for publication online, provide advice and guidance to staff and external designers.
- Publications – you will assist with the creation and publication of Scheme literature, guidance and internal communication documents.
- Analysis and reporting – you will analyse data, prepare reports and make recommendations for improvements.
- Helping to identify new and innovative methods to promote the Scheme and delivery of Scheme training.

What you will do/key activities

Member on-line portal

- Test software releases, investigate and log faults when they arise, resolve issues, monitor usage, ensure accessibility, publish content online and promote the service. At present software releases are on a monthly basis.
- Assist with the testing and implementation of a new member portal in 2024/25.

NILGOSC's corporate website

- Assist with the development and maintenance of the NILGOSC website, identify and log faults when they arise, improve user experience and functionality and ensure accurate, up to date content.
- Create and publish error free, high quality and accessible web content
- Work with the website provider on an ongoing basis to improve the website.

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NILGOSC's Communications Workplan

- Complete tasks outlined in the Workplan including creating newsletters, videos, surveys, social media and website content and updating Scheme literature within the agreed timeframes.
- Contribute to and propose changes to improve NILGOSC's Communications Workplan to ensure it meets NILGOSC and stakeholder needs.

Accessibility

- Be familiar with and ensure web content complies with the Public Sector Bodies (Websites) Accessibility Regulations 2018 and the associated WCAG 2.1 AA standard.
- Provide advice and assistance internally and to external designers on making documents accessible and to the required standard.
- Keep up to date with accessibility requirements and standards.

Publications

- Assist with drafting, illustrating, reviewing and publishing Scheme documents e.g. Scheme literature, annual newsletters, quarterly staff newsletter and surveys.
- Ensure all work complies with NILGOSC's visual identity guidelines and branding.
- Maintain contact with external printers to ensure that delivery timeframes are understood and statutory communications are issued on time.

Analysis, Reporting and suggesting improvements

- Monitor the level of members opting out of the Scheme, analyse the reasons and prepare an annual report for the Senior Management Team. This report aims to help increase Scheme membership by identifying and targeting member groups who are most likely to opt out of Scheme.
- Collate the responses from the annual satisfaction surveys and prepare reports for the Senior Management Team summarising the results and making recommendations on how to improve customer service and member engagement.
- Compile monthly digital activity statistics for the NILGOSC websites and prepare reports for the Senior Management Team to monitor the level of members registered for the online portal.
- Make recommendations for improvements to NILGOSC's communication activities utilising advances in technology

Promotion of the Scheme and NILGOSC

- Identify and assist with ways of promoting the Scheme to non-members to increase Scheme membership.
- Update the NILGOSC social media pages regularly.
- Assist with and/or present seminars/training to staff, Scheme members, employers and other relevant groups.

Other Duties

- Undertake general administration in the team, for example organising member and employer engagement events, obtaining Scheme literature translations, maintaining a record of member communication preferences and ad hoc administration duties.
- Assist with any relevant procurement activity – this will include identifying needs, obtaining quotes, raising purchase orders and approving invoices for payment.
- Assist with preparation, implementation and maintenance of a contingency plan for the continuous operation of communication processes and systems in case of disaster.
- Facilitate and/or participate in all aspects of the recruitment and selection of staff to NILGOSC.
- Deputise for other staff and train staff when necessary, and to undertake any other duties as reasonably required by the Communications Officer and/or the Head of Pensions Policy including the interchange of duties to cover annual leave/other absences.

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- Undertake responsibilities and process information/data in accordance with NILGOSC policies and procedures relating to information management (e.g. data protection, FOI and information security).
- Support NILGOSC's Equal Opportunity and Equality and Diversity policies and procedures; be sensitive to other people's abilities, backgrounds, values, customs and beliefs; and promote a positive working environment in NILGOSC.