



Recruitment Pack

Communications Assistant

Tenants Information Service

March 2022

Your experts in housing, community development, and engagement practice. We are committed to influencing change and strive for an active, inclusive, and just Scotland with strong, equitable, and sustainable communities.

Our aim is simple, we want to change housing in Scotland for the better.



Introduction

Welcome to the TIS recruitment pack for the role of **Communications Assistant**.

Within this pack, you will find information about TIS, an outline of the role and person specification, how to apply, and important dates to note.

To be considered for the role of **Communications Assistant**, we ask that you **fully complete the list of recruitment forms below** and return to TIS at info@tis.org.uk by **5:00pm on Wednesday 13th April 2022**:

- Application form
- Equal Opportunities form
- Criminal Convictions form

The recruitment forms are available to download on the TIS website at <http://tis.org.uk/current-vacancies/>

Thereafter, you will receive acknowledgement of your application.

If you have any questions relating to the role, or would like further information, please contact **TIS Communications and Media Manager, Fawn Russell** at:

T: 07950 158 621 **E:** SConnor@tis.org.uk

About TIS

TIS are experts in housing, community development, and engagement practice.

As a National Membership Organisation, with over 200 tenants, community, and housing organisation Members, we are committed to influencing change and strive for an active, inclusive, and just Scotland, with strong, equitable, and sustainable communities.

Our aim is simple, we want to change social rented housing in Scotland for the better.

➤ www.tis.org.uk



What we do

Our expert team supports communities and housing organisations to work together to develop **effective solutions and services**.

Engage

- We deliver independent advice, training, and support to tenants, communities, and housing organisations to work together more effectively.
- We pioneer and inspire innovative tenant participation, community engagement, and scrutiny practice throughout Scotland.

Influence

- We work with the Scottish Government, Scottish Housing Regulator (SHR), and key decision makers to influence national housing policy, legislation, and practice.
- We work to ensure our members views are heard to shape and influence housing and community learning, and policy development.

Change

- We provide practical training and support to develop and implement strategies to ensure tenants and communities are involved, and their voices are heard.
- We believe that by working together, we can plan more effectively to deliver high quality and affordable housing, and wider services that meet the needs of our diverse and flourishing communities.



Core values

The TIS core values support our vision, shape our culture, and reflect what we believe in as an organisation. They **are the essence of our identity and provide the framework to how we engage** with our staff team, tenants, communities, and housing organisations alike.

Integrity

We believe that trust is fundamental. We are honest, open, and respectful.

Excellence

We uphold the highest standards across all areas of work to provide excellent services and outcomes that provide value for money.

Partnership

We support communities and housing organisations to work together to nurture, grow, and develop effective solutions and services.

Innovative

We find creative approaches to encourage communities and housing organisations to work together to get things done.

Independent

We support our key partners, members, and customers to set your own agenda.

Empowering

We are committed to develop individual and organisation's individual's skills, confidence, and knowledge.

How we are managed

TIS Board Directors are ambassadors for the organisation. They are responsible for **providing leadership, monitoring performance, agreeing on the strategic direction** of the organisation, and ensuring its long-term success.

Our people

Our expert team is **committed and trained to the highest level** to provide the best possible advice, support, and training services to tenants, communities, and housing organisations across the Scottish social rented housing sector. At present we have a team of 8. We also have a group of Associates.



Our offices and development support projects

The TIS head office is based in the city centre of Glasgow.

We currently manage three development support projects in East Ayrshire, East Lothian, and South Lanarkshire. These projects are a partnership between the Council, local tenant's and TIS.

Additional information on our development support projects can be found at:

↘ <http://tis.org.uk/development-support/>

Job Description

Role title:	Communications Assistant
Location	Glasgow (with flexibility to work from home when appropriate)
Role Reports to:	Communications and Media Manager
Contract terms:	Fixed 12-month term

Role Purpose: Overview

TIS is looking for a motivated and enthusiastic individual to fill the role of Communications Assistant within its core team. The successful candidate will support the Communications and Media Manager and wider TIS team to maintain and develop all internal and external communications at TIS – championing a strong visual brand that underpins our core values.

The Communications Assistant will work to produce high quality and engaging communications across multiple channels, and for a variety of audiences. They will have a keen interest in communications/marketing and be creative with strong design skills.

This role presents a fantastic opportunity to work on a wide range of projects, which will offer the right candidate the change to develop a range of new skills within a fast-paced team environment.

Due to the nature of the role, TIS requires applicants to be knowledgeable in Microsoft 365 software (Word, Excel, PowerPoint, etc.) and have a good understanding of Adobe CC design software (Photoshop, InDesign, Illustrator etc.).

TIS follows Covid-19 working practice and encourages a hybrid model of working. As such, you may be required to work from home when appropriate.

Core Accountabilities

Administrative Responsibilities

- Act as the first point of contact for telephone queries, provide direct assistance, and deliver excellent customer service.
- Monitor and respond to queries received via the generic TIS email inbox.
- Undertake routine administrative tasks such as filing and processing of daily mail.
- Provide administrative support to the wider team as required.
- Input data collected from engagement consultations.
- Issue calling notices for tenant, resident, and community group meetings as required.

Communications Responsibilities

- Maintain and update databases of key contacts/ mailing lists.
- Support the wider team with updates to the website – including posting web articles and news stories.
- Support the wider team to produce and monitor social media content – including the creation of digital artwork/visuals.

- Support the production of promotional materials and company literature – including the creation of digital and printed artwork.
- Support the wider team with their communication requirements – including formatting reports and presentations in line with the TIS brand guidelines.

Event Delivery Responsibilities

- Process event bookings.
- Support the wider team in all stages of event communications – including promotion, information, agendas, and evaluation.
- Keep the events section of the TIS website up to date.
- Support the wider team in the pre-event planning process including registration, liaising with key partners and speakers, venue bookings, catering, transport etc.
- Assist in the planning of all TIS events – including the TIS National Housing Conference.

Membership Responsibilities

- Build relationships and maintain good communication with TIS members.
- Support the wider team in the development of membership by ensuring it remains appealing, offers value for money, and is relevant to our existing members and attracts any potential new members.
- Keep the member area of the TIS website up to date.

Please note: These key tasks are not intended to be exhaustive, but they highlight several major tasks that the post-holder may be reasonably expected to undertake.

Essential Qualifications and Experience

Qualifications

- Essential: Educated to HND level focused on communications, marketing, design, or another relevant subject.
- Desirable: Educated to Degree level focused communications, marketing, design, or another relevant subject.

Experience and Skills

- Good working knowledge of Microsoft 365 software, including Word, Excel, and PowerPoint.
- Good working knowledge of Adobe CC Design software – specifically Photoshop and InDesign.
- Excellent written and verbal communication skills.
- Be a competent user of social media and social media management systems.
- Comfortable talking to a wide range of people and communicate by phone, email, and in-person.

Personal Qualities

- Interest in housing, community development, and engagement practice.
- Be creative with strong design skills.

- Excellent attention to detail.
- Highly motivated and organised.
- Can work to tight deadlines.
- Comfortable in a fast-paced working environment.
- Be a self-starter with the ability to work to deadlines under pressure.
- Have a willingness to learn.

Terms and Conditions

Office base

Clockwise, 77 Renfrew Street, Glasgow, G2 3BZ. TIS embraces hybrid working and as such, staff are expected to work from both home and the office where appropriate.

Salary

The salary is £23,000.

Hours of work

35 hours per week. The post holder must be able to participate in occasional weekend work as some TIS events take place over weekends.

Pension

TIS offers its employees a private pension scheme and contributes 9% of staff salaries to the fund. You are required to make a personal contribution of at least 5% to the pension scheme. Please note, employees can opt out of the pension scheme.

Overtime and time off in lieu

There are no contractual rights to overtime. A time of in lieu (TOIL) system is operated which should be agreed with your line manager.

Subsistence

Payment available for subsistence incurred.

Annual leave

You will be entitled to 25 days paid annual leave, plus public holidays.

Contract term

This post is a fixed 12-month term.



How to apply

If you are interested and wish to be considered for the role of **Communications Assistant**, you should complete an application form; equal opportunities form; and criminal convictions form and submit to info@tis.org.uk by **5:00pm on Wednesday 13th April 2022**.

Or alternatively, you can post to the following address:

TIS
Clockwise Offices
77 Renfrew Street
Glasgow
G2 3BZ

The recruitment forms are available to download on the TIS website at [↘ http://tis.org.uk/current-vacancies/](http://tis.org.uk/current-vacancies/)

Should you require a hardcopy of the application form then please contact us to arrange.

The closing date for applications is 5:00pm on Wednesday 13th April 2022.

The recruitment processes

All applicants will receive acknowledgement of application.

It is anticipated that interviews will take place in-person **on Tuesday 3rd May April 2022**, at Clockwise Offices, 77 Renfrew Street, Glasgow, G2 3BZ.

We may be able to offer some degree of flexibility around this date if you are unavailable to attend. **Thereafter, applicants will be notified on the outcome of their application.**

Additionally, the successful applicant will be required to complete a Basic Disclosure prior to commencing their role.

T: 0141 248 1242 **E:** info@tis.org.uk