



**Recruitment Pack**

# **Communications Officer**

## **Tenants Information Service**

**July 2025**

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 Officer**.

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 Officer**, we ask that you **fully complete the list of recruitment forms below** and return to TIS at [info@tis.org.uk](mailto:info@tis.org.uk) by **5:00pm on Monday 4th August 2025**:

- 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:** [FRussell@tis.org.uk](mailto:FRussell@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](http://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.

↳ [www.tis.org.uk/tis-team/](http://www.tis.org.uk/tis-team/)



## **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

<b>Role title:</b>	<b>Communications Officer</b>
<b>Location</b>	Glasgow (with flexibility to work from home when appropriate)
<b>Role Reports to:</b>	Communications and Media Manager
<b>Contract terms:</b>	Permanent

### Role Purpose: Overview

**TIS is seeking a creative and motivated Communications Officer to join our core team.**

In this dynamic and varied role you will support the Communications and Media Manager and wider TIS team to deliver high-quality internal and external communications that reflect our core values and amplify our voice across Scotland's housing sector.

You will play a key role in managing our social media channels, designing on-brand digital and print materials, updating our website, leading membership engagement, and assisting with the planning and promotion of events and campaigns that align with our strategic objectives.

This is an exciting opportunity for a proactive communicator with strong organisational skills, a keen eye for design, and a passion for social justice and housing. You will work across a wide range of projects and have the chance to build your skills in a supportive, fast-paced team environment.

To succeed in this role, you will be confident using Microsoft 365 (Word, Excel, PowerPoint, etc.) and have working knowledge of Adobe Creative Cloud (InDesign, Photoshop, Illustrator).

### Core Accountabilities

#### Communications Responsibilities

- Manage and grow TIS's social media presence by creating and scheduling engaging content, creating digital artwork, interacting with followers, and responding to messages and comments.
- Maintain and update the TIS website to a consistently high standard, ensuring content is current and accessible.
- Plan and deliver marketing campaigns across various channels, including social media, email, and the website, incorporating multimedia such as photography and video.
- Produce promotional materials and company publications (e.g., newsletters, annual reports) in both digital and print formats.
- Create on-brand visual and digital assets using Adobe Creative Cloud.
- Support the Communications Manager by identifying and gathering content for press releases, media features, and news stories.
- Maintain accurate databases of key contacts and email lists.
- Support the Communications and Media Manager in delivering communications strategies that reflect and uphold the values of TIS.

- Support the wider team with their communication requirements – including formatting reports and presentations in line with the TIS brand guidelines.

#### **Event Delivery Responsibilities**

- Support the wider team with planning promotional TIS activities and events – including promotion, information, processing bookings, agendas, venue bookings, catering, transport and evaluation, etc.
- Ensure the events section of the TIS website is up to date.

#### **Membership Responsibilities**

- Manage the growth of TIS membership by promoting its value, relevance, and benefits to both existing and potential members.
- Build and maintain strong relationships with TIS members, ensuring high levels of communication and engagement.
- Keep the member area of the TIS website current and user-friendly.
- Produce member-exclusive content and resources as required.

#### **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.

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**

- Educated to Degree level focused on communications, marketing, design, or other relevant subject.
- At least 3-years of experience within a communications, marketing or design role.

#### **Experience and Skills**

- Excellent working knowledge of Microsoft 365 software, including Word, Excel, and PowerPoint.
- Good working knowledge of Adobe Creative Cloud Design software – specifically Photoshop, Illustrator, and InDesign.
- Ability to create professional digital and printed communications materials.
- Excellent communication skills - written, verbal, and visual.
- Experience managing social media channels and website content.

- Comfortable talking to a wide range of people and communicate by phone, email, and in-person.
- A willingness to learn new communication tools and technologies and implement where appropriate.

#### **Personal Qualities**

- Interest in housing, community development, and engagement practice.
- Collaborative and adaptable approach to team working.
- Creative flair with strong 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.

## **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 £34,000.

### **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 permanent.



## How to apply

If you are interested and wish to be considered for the role of **Communications Officer**, you should complete an application form; equal opportunities form; and criminal convictions form and submit to [info@tis.org.uk](mailto:info@tis.org.uk) by **5:00pm on Monday 4th August 2025**.

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 Monday 4th August 2025.**

## The recruitment processes

All applicants will receive acknowledgement of application.

It is anticipated that interviews will take place in-person **on Thursday 14th August 2025** at a location in central Glasgow.

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](mailto:info@tis.org.uk)