



JOB DESCRIPTION

Job title	Communications Assistant
Division	St Cross College
Department	Communications
Location	St Cross College, 61 St Giles', Oxford, OX1 3LZ
Grade and salary	Grade 5 (£32,108 - £37,338)
Hours	37.5 Hours per week
Contract type	Full Time – Permanent
Reporting to	Senior Engagement Manager

The role

The Communications Assistant plays a key role in the day-to-day delivery of the St Cross College communications strategy, providing comprehensive and proactive communications support across the College's internal and external channels.

Working closely with the Senior Engagement Manager, the post holder will plan and organise communications activity, draft and coordinate content, maintain the College's digital channels, and work with colleagues across the College to promote its activities and achievements both internally and externally, to foster a strong sense of community and raise the College's profile.

The Communications Assistant will work alongside the part-time Student Communications Assistant on social media activity, and will coordinate the annual production of the College Record under the oversight of the Senior Engagement Manager.

Core responsibilities

- Draft and proofread content for the College's internal and external communications channels, including print, digital and social media platforms.
- Contribute to the implementation of the College's communications strategy, including planning and scheduling content distribution, and uploading content to the College's website and social media feeds.
- Maintain the day-to-day content of the College website, making routine edits and updates and liaising with relevant colleagues to help ensure that content remains accurate, current and accessible.
- Plan, create, schedule and publish routine content across the College's social media channels, working alongside the part-time Student Communications Assistant, who has a particular focus on Instagram and student-facing content.

- Coordinate routine internal communications across the College's established channels, including producing the regular College email bulletin, updating digital display boards and supporting communications through College WhatsApp Communities.
- Work with colleagues in the College to identify opportunities for media stories and/or communications content.
- Create and adapt visual and multimedia content in support of College communications activity, including editing recorded video content, adding titles, captions and other standard elements, using established brand assets and templates. Assist with the production of other promotional materials, including coordinating with designers, photographers, printers and other suppliers where specialist support is required.
- Coordinate the annual production of the *College Record*, under the oversight of the Senior Engagement Manager, including maintaining the production schedule, coordinating contributions, collating and preparing content and imagery, editing and proofreading material, and liaising with external suppliers through the design, proofing and production process.
- Assist in the evaluation of communications activities through a range of tools such as online surveys, feedback forms and digital analytics.
- Work with the communications team to ensure that all College communications follow the University and College guidelines on branding.
- Act as a point of contact for the team by handling phone, email and written enquiries, knowing when to escalate enquiries to another member of the team.
- Be an active member of the University's Communications Community of Practice and/or other relevant networks/groups, in order to share information, promote best practice and ensure a coordinated approach to cross-University communications.
- Foster positive and collaborative relationships with key external third parties (for instance, designers, printers, suppliers), to promote the positive reputation of the University.

Selection criteria

Candidates will be expected to demonstrate the following:

	Essential	Desirable
Education/Qualifications	• Educated to A-level or equivalent professional experience.	
Knowledge/Experience	• Demonstrable experience of communications activities, both print and digital. • Experience of using a content management system to create and update website content. • Experience of creating content for social media and an understanding of how content can be adapted for different digital channels and audiences.	• Experience of public relations • Experience of using digital analytics to evaluate communications activity. • Experience of creating and editing visual and multimedia content, including basic video editing, using appropriate digital tools. • Experience of coordinating publications or other communications projects involving multiple contributors and/or external suppliers. • An understanding of digital accessibility and good practice in

		producing accessible online content. • Experience of working in a large organisation and/or in higher education.
IT Skills	• Competence using a range of computer-based and online applications such as Canva and Adobe Creative Suite, and a willingness to learn new digital tools as required. • Demonstrated awareness of the role of AI and digital developments in communications today.	
Skills	• Excellent writing skills and attention to detail, with experience of drafting and editing content for different audiences and channels. • Excellent interpersonal skills, with an ability to communicate clearly with stakeholders and build effective working relationships. • Strong organisation and administrative skills, with the ability to organise own workload, coordinate activities and work to deadlines.	
Personal Qualities	• Ability to work collaboratively and use initiative, knowing when to seek advice or escalate an issue.	
Physical Requirements	• Due to the layout of the College, some areas have restricted access and require the ability to walk up a flight of stairs. The College is committed to equality of opportunity and will consider reasonable adjustments where appropriate.	

Terms and Conditions

- Free lunches on the College site are provided when the college kitchens are open.
- University terms and conditions and benefits apply to this role.

About St Cross College

St Cross is one of the University of Oxford's graduate colleges, bringing together a diverse and international community of more than 650 students alongside approximately 70 Fellows from across the University's academic disciplines.

Located in the heart of Oxford, on St Giles', the College combines an intellectually stimulating environment with a friendly, informal and inclusive culture. Its students and Fellows work across the full breadth of subjects, creating opportunities for interdisciplinary exchange and for sharing research, ideas and expertise across traditional academic boundaries.

Our staff play an important part in supporting the College's academic and social life and in creating a welcoming and connected community for students, Fellows and alumni. As such, we are an in-person community, with flexible working requests considered.

For more information please visit: www.stx.ox.ac.uk