

## HARBOROUGH DISTRICT COUNCIL - JOB DESCRIPTION

POST: Communications Team Leader  
TEAM: Communications  
GRADE: 7  
SERVICE AREA: Deputy Chief Executive  
RESPONSIBLE TO: Head of Communications and Customer Services

### VARIATIONS TO STANDARD CONDITIONS OF SERVICE

1. This is a description of the job as it is constituted at the date shown below. It is the practice of this Authority to periodically examine employee's job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to them. You will therefore be expected to participate fully in such discussions. It is the Authority's aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.
2. This post is politically restricted. Some attendance at evening meetings and additional hours outside normal working hours, at short notice may be required.

DATE ISSUED: April 2026

### JOB PURPOSE:

To have overall responsibility for the day-to-day running of an effective and efficient communications service including media relations, internal communications, campaigns and consultations.

To lead and develop staff in the communications team, develop effective ways of working within the team, the wider organisation and with other stakeholders, and improve operational processes.

To deputise at meetings for the Head of Communications and Customer Services as appropriate.

### PRINCIPAL RESPONSIBILITIES:

1. To lead and be responsible for day-to-day team management, including ensuring adequate cover within the service, approving leave and flexi requests, undertaking regular one to ones and appraisals, return to work interviews as appropriate and assisting with recruitment
2. To develop and oversee delivery of a forward plan of activities that support the organisation's priorities and the objectives of service areas
3. To assist the Head of Communications and Customer Services with the strategic development of the service and progression of corporate communications strategies and plans

4. To manage non-staffing agreed communications budgets, staff and projects to ensure effective and timely delivery of the communications service
5. To build and maintain relationships with internal customers, councillors, the media, suppliers and partners, including attendance at meetings as required, and provide communications advice and guidance to staff, senior management and councillors as appropriate
6. To keep up to date with best practice and maintain a detailed knowledge of relevant legislation and codes of practice relating to the disciplines within the service
7. To be responsible for overseeing media relations, internal communications, brand management, consultation and campaigns and associated channels and activities, to include hands-on support including writing, event management and content creation, and providing direction and guidance to the team as required
8. To represent the service at internal and external working groups and meetings
9. To undertake communication duties in the event of civil emergencies and other crisis situations, with some ad hoc out of hours work
10. Work flexibly to cover duties for colleagues in the team and carry out any other duties which fall within the scope and level of this job description
11. To uphold and display the HDC behaviour competency framework to at least level 2
12. To ensure compliance with all Council policies and statutory requirements and guidance in relation to Equality and Diversity, Equal Opportunities, Health and Safety, Safeguarding and Communication and involvement policies
13. As a term of employment the postholder may be required to undertake other such duties as may reasonably be required of you in the post and department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments at any of the Authority's establishments.

#### 14. Health and Safety

- To be familiar with and at all times comply with
  - the Council's general health and safety policy,
  - the Council's specific health & safety policies and procedures as detailed in the Council health and safety policy documents, and
  - local department specific health and safety procedures as amended or added to from time to time.
- To report any unsafe practice, accident, incident, dangerous occurrence or hazard found during the course of your work to your line manager for action.
- To take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work. To maintain Personal Protective Equipment and to report any PPE that is defective.

- To co-operate with all staff and members of the authority so far as is necessary to enable all health and safety requirements to be performed or complied with.
- To ensure anything provided in the interests of health, safety or welfare is not intentionally or recklessly interfered with or misused.

**HARBOROUGH DISTRICT COUNCIL – PERSON SPECIFICATION**

<b>JOB TITLE:</b>	Communications Team Leader				
<b>TEAM:</b>	Communications				
<b>POST NO:</b>	N/A	<b>GRADE:</b>	7	<b>WEEKLY HOURS:</b>	37
<b>ALLOWANCE:</b>	Casual car user				
<b>CONTRACT TYPE:</b>	Permanent				
<b>TYPE OF CRITERIA</b>	<b>ESSENTIAL REQUIREMENTS:</b> Minimum requirements for the successful completion of the job	<b>ASSESSMENT</b> <b>A / I / T / E</b>	<b>DESIRABLE REQUIREMENTS:</b> Elements that contribute to improved / immediate performance in the job	<b>ASSESSMENT</b> <b>A / I / T / E</b>	
<b>QUALIFICATIONS</b>	English and Maths GCSE Grade C or above or equivalent	A / E	Project management or leadership and management qualification	A / E	
	Communications or Marketing professional qualification, relevant degree or equivalent experience	A / E			
<b>EXPERIENCE</b>	Significant Public Relations / Communications experience across a wide range of communications activities (including social media, events, newsletters, media relations, internal communications) to support service objectives and corporate priorities	A / I	Experience of budget management	A	
	Leading, motivating, developing and supporting a busy team	A / I	Recruiting, inducting and training team members	A	
	Experience of proactive and reactive media relations, including in crisis or emergencies	A / I			
	Working in a communications role within a local government or public sector environment	A / I			
	Experience with digital communications software and social media	A / I			
<b>KNOWLEDGE</b>	Professional knowledge of communications and consultation practice in a local authority or public sector organisation to a level of being able to advise colleagues and communication team members	A / I / T			
	Sound knowledge of relevant legislation relating to a communications service in a local authority setting	A / I			

	Development and oversight of brand management guidelines and processes	A / I		
	Able to offer advice and guidance on accessibility standards for design, print and digital channels	A / I		
<b>SKILLS</b>	IT skills sufficient to use Microsoft Office packages including Outlook and Teams	A / T	Able to analyse data and use this in written reports and presentations	A
	Strategic communications planning and implementation to support project/service objectives and organisational priorities	A / I	Website Content Management Systems (CMS) to create and edit web pages	A / I
	Ability to manage processes and people through significant change	A / I		
	Excellent communications, interpersonal and presentation skills	A		
	Ability to work under pressure, prioritising a demanding workload and meeting tight deadlines, and resolving conflicting priorities effectively for yourself and the team	A / I		
	Able to build excellent working relationships with a variety of stakeholders including internal service areas, senior management, councillors and external partners	A		
	Written skills to a professional level – for different audiences, purposes and channels	A / I / T		
	Able to think strategically and creatively and identify and implement improvements to a team or service	I / T		
	Ability to understand a wide variety of different, often complex or sensitive, information and communicate this to stakeholders clearly and accurately	A / I		
	Ability to provide knowledge-based advice and guidance to colleagues, including senior officers and councillors	A / I		
	Interpersonal, and negotiation skills, able to interact with a wide range of people to achieve a desired outcome with empathy, professionalism, tact and diplomacy	I		
<b>OTHER</b>	Attendance at evening meetings with notice where time off in lieu will be given	I		

	Possible out of hours work for emergency situations very occasionally where time off in lieu will be given	I		
	Driving license and use of a vehicle to attend events or meetings	I / E		
<b>Assessment Legend:</b>	A = Application	I = Interview	T = Test or Assessment	E = Evidence (e.g. certificate)
N.B. Where more than one assessment stage is indicated against a criteria that criteria must be demonstrated at both stages				