

It starts with community

The National Lottery Fund
Role Profile



Communications Assistant

Directorate: Funding, Strategy, Communication & Insight

Department: Communications

Role/Competency level: Level 1

Reports to: Planning and Implementation Manager



Role Profile: Communications Assistant

Role purpose

Our communications celebrate and promote the power of communities to strengthen society and improve lives, bringing to life the story of National Lottery funding. In doing so, we increase the Fund's impact and boost engagement with its core missions. And we strengthen the Fund's position and influence with decision-makers, policymakers and partners.

As Communications Assistant, you will help colleagues across the department raise the profile of the Fund. Flexible in how you work, you will be involved in a wide range of communication tasks, such as helping with research, maintaining the calendar of events, and managing ad-hoc projects. You will also ensure our operation runs smoothly, providing effective planning and administrative support to of staff and teams across the organisation.

This is a great start to your career in communications, helping develop your skills, and should help you develop an excellent understanding of the value a high performing communications function brings



Role Profile: Communications Assistant

Key responsibilities

- Cross-functional support for the Fund's communications teams, including occasional EA support to the department leadership team
- Provide organizational support to team members and other internal stakeholders as required
- Ensure stakeholder lists and other cross-functional assets are up to date, accurate and well-structured, including supporting with SRM as required
- Contribute to new campaigns and projects as required
- Assist in budget management and other financial matters, including procurement
- Effective management of the multiple communications touchpoints in the Fund's customer journey cycle
- Accountable for managing the flow of content and information between the department and the rest of the Fund. This includes managing the function's single-point-of-contact inbox



Role Profile: Communications Assistant

Knowledge, skills and experience

- Experience of general administration, diary, expenses and travel management and event organization.
- Excellent communication skills, oral and written. Proficient in Microsoft 365 products
- Good attention to detail and time management
- Experience working with external partners, suppliers and customers, and colleagues across up to leadership level
- Comfortable working in a complex, multifunctional institution,
- Desirable: background or understanding of VCSE sector would be advantageous but is not essential
- If the role is based in Wales, or supports customers or colleagues in Wales, an understanding of Welsh language legislation and the Welsh Language Standards of the Fund is required.



Role Profile: Communications Assistant

Role competencies: Level 1

- **Strategic direction**
Understands responsibilities and how these contribute to the priorities of the team and the achievement of the organisation's goals.
- **Leading our culture**
Contributes to an inclusive environment by understanding the views and experiences of others, considers own well-being and the well-being of others.
- **Working together**
Takes time to build relationships and contribute effectively to the work of the team.
- **Delivering quality results**
Always works with focus and pace to get the job done on time and to a high standard.
- **Diligence and control**
Conduct, behaviour and duties are carried out in line with set expectations and policy and/or regulatory considerations.
- **Developing self and other**
Identifies gaps in own skills and knowledge and records these in a Personal Development Plan.

Our Values



We are inclusive

We know that communities and organisations are stronger when everyone can participate and work to increase inclusion.



We are ambitious

We believe in the power of community and connection and are ambitious for its potential. We support people and communities to shape the future and lead change.



We are impact focused

We are inspired by communities and learn with them. We listen, reflect and use evidence to improve knowledge, inform action and increase impact.



We are adaptable

We welcome and embrace new ideas and ways of working.



We are compassionate

We work with care consideration and humility.