

Job profile – Communications Officer

Role	12-month fixed term (with a potential to extend)
Hours	Part time, 25 to 28 hours per week (must include working all day on a Friday, as this is the Assistant Communication Manager's non-working day)
Office base	Hybrid, dual location – Westminster in central London and your home address. You will work from the office from time to time. This will not follow a regular pattern as we get together as and when needed to meet business needs. Travel expenses from home to office are funded for required business travel. You must be willing and able to commute into the office as and when required.
Grade	Officer
Salary	£44,700 to £54,650 (pro rata) plus 10% non-contributory pension scheme and 28 days leave per year (rising to up to 30 days after 3 years' service, and to 32 days annual leave after 5 years' service) plus bank holidays and a range of optional benefits such as health cash plan and private medical insurance.
Reports to	Assistant Communications Manager

About PSAA

Public Sector Audit Appointments Limited (PSAA) is an independent company limited by guarantee incorporated by the Local Government Association in August 2014.

We are a not-for-profit company with 35 employees and a Board of six directors.

In July 2016, the Government specified PSAA as an appointing person under the provisions of the Local Audit and Accountability Act 2014 and the Local Audit (Appointing Person) Regulations 2015. As an appointing person PSAA is responsible for appointing auditors, setting scales of fees for eligible bodies that have chosen to opt into its national scheme, overseeing issues of auditor independence and monitoring contract compliance of the audit firms with whom we contract.

For the period from 2023/24 to 2027/28, over 99% of local government bodies, such as local councils, police and fire bodies and national parks, opted to join our scheme rather than appoint their own auditor. In late 2022 we completed our very significant procurement of external audit services for the delivery of an annual audit for the next five years to over 450 local government bodies, our clients.

The company is staffed by a team with significant experience of working within the context of the regulations to appoint auditors, managing contracts with audit firms, and setting and determining audit fees, and a small team providing business and project support services.

In December 2024 the [Government announced plans to create the Local Audit Office](#) (LAO) and to transfer all PSAA's functions into this new organisation. The date of transfer is likely to be between Autumn 2026 and April 2028. The government has begun early discussions with us about PSAA staff transferring into the LAO.

You can find out more about who we are and what we do in the [About Us](#) section of our website.

The Role

This is not a typical Communications Officer role. We are looking to recruit a proactive, highly organised and experienced communications professional who enjoys operating as an all-rounder, to support the delivery of our critical communication and engagement workstreams as we prepare to transition to the LAO. Working collaboratively within a small and busy team, the role will focus on ensuring the smooth delivery of PSAA's internal and external communication plans over a 12-to-18-month transition period.

The role will provide operational support for the effective delivery of the Communications and Engagement workstream which includes:

- **Internal communications and engagement** aimed at maintaining clear and consistent messaging with the PSAA team. The workstream focuses on building trust through transparency and timely updates, ensuring staff remain informed, engaged and supported, while operational communications continue seamlessly alongside the transition messaging.
- **External communications and engagement** designed to keep external stakeholders informed and engaged through clear messaging. This includes balancing transition-related updates with ongoing business communications, monitoring stakeholder sentiment, and delivering the final phase of communications that will support a smooth handover of relationships to the LAO.
- **Digital presence** involves managing the closure or transition of PSAA's digital assets, including the website and LinkedIn account. This will include a full audit of digital assets, assessing retention needs and technical dependencies, developing a technical closure plan and executing content removal and redirects.

Working closely with the Assistant Communications Manager, you will play a supporting role in keeping all stakeholders informed and engaged. You will help manage and maintain digital assets, contribute to the transition programme communications, and support efforts to uphold and enhance PSAA's reputation.

This is a hands-on, varied role that requires excellent written and verbal communication skills, strong attention to detail, the ability to manage multiple projects, a curious mindset and a flexible, can-do approach to problem-solving.

Key Responsibilities

- Support the development and delivery of PSAA's communication plans that are aligned to our business priorities, transition strategy and key milestones.
- Assist in the creation, editing and distribution of engaging content for internal and external audiences, including news stories, press releases, website updates, e-bulletins and occasional social media posts (specifically LinkedIn).
- Support the delivery of clear and consistent communications to staff and external stakeholders, ensuring timely updates and actively encouraging opportunities for feedback and two-way engagement.
- Respond to enquiries and requests from internal and external stakeholders, providing accurate and timely information.
- Assist in the coordination and delivery of occasional stakeholder engagement activities, such as webinars, Q&A sessions and events.

- Support the archiving or closure of digital assets (i.e. website and LinkedIn) in line with the transition workstream requirements.
- Maintain accurate records and databases to support communication and engagement activities linked to PSAA's transition to the LAO, including an up-to-date media contacts list.
- Assist with the monitoring and evaluation of our LAO communication activities, including website and LinkedIn analytics and engagement metrics.
- Provide project and research support for communication and engagement workstreams, including action tracking and the delivery of key projects.
- Proofread a wide range of technical and non-technical documents that are shared or published both internally and externally.
- Contribute ideas to improve communication processes and stakeholder engagement.
- Ensure compliance with relevant laws, regulations, and company policies related to communication and public relations activities.
- Escalate issues appropriately and seek guidance when needed.

This job description indicates the range of duties and responsibilities to be undertaken but does not detail every activity. The post holder will be required to perform other reasonable tasks to meet the operational needs of the company.

Skills required for this role

Essential

- Previous experience in a communications and/or marketing role, ideally in the public or not-for-profit sector, with a relevant qualification in communications, marketing and/or public relations
- Experience supporting the delivery of a communications plan or campaign, alongside drafting and publishing content for websites, newsletters, social media and press releases. This includes familiarity with website content management systems (ideally WordPress) and the use of LinkedIn for organisational communications
- Excellent written and verbal communication skills, with the ability to interact effectively with stakeholders at all levels, tailor messaging for different audiences and channels, and willingly offer constructive challenge and voice own opinion
- Strong organisational skills with the ability to manage multiple priorities and meet deadlines in a fast-paced environment
- Exceptional attention to detail, proofreading abilities and accuracy, including when working to tight deadlines
- Good project management skills including an understanding of progress tracking and the ability to analyse and report on complex data
- Strong team-working skills, with the ability to work collaboratively with cross-functional teams, and flexibly to achieve results and maintain positive stakeholder relationships
- Excellent interpersonal skills and confidence to deal with people at all levels
- Strong IT skills (including Excel, PowerPoint, Word, SharePoint, Teams and Zoom)
- Able to work effectively and proactively on own initiative and know when to seek advice especially when working with technical matters and content

Desirable

- Experience of delivering internal and external communications in an organisation working through significant change
- Experience of digital asset management and archiving
- An understanding of developments in public audit and the wider auditing profession
- An understanding of the issues facing public services
- An understanding of the audit regime within which PSAA operates