

<b>Job title</b>	Head of Public Interface
<b>Reports to</b>	Director of Networks
<b>Department or team</b>	Networks
<b>Date created</b>	16/12/09
<b>Ref No.</b>	IRC44516
<b>Grade/band</b>	Level 4 - G7 (£43,221 pa)
<b>Location</b>	Newcastle
<b>Purpose of this job</b>	This post will manage and maintain a proactive, favourable information environment for the MMO, its image and its reputation.

### **Key Accountabilities**

- To provide the external face of the MMO and position it to advantage in written, broadcast and internet media
- To maintain a database of contacts and operate an effective contact management system accessible to all External Relations Directorate and staff across the MMO
- Maintain a powerful internet presence via an attractive, informative MMO website, including Chair and Chief Executive blogs
- Develop and manage customer relations system including effective and efficient complaints process
- Manage the production of external newsletter, information and periodicals
- Provide leadership to the Public Interface Team and across the MMO

### **Person Specification**

#### **Essential criteria for this role:**

- Excellent communication skills, both written and oral
- Experience of utilising web 2.0 or other similar online tools to encourage customer insight and engagement
- Experience of managing print media operations and publication schedules
- Experience of developing range of communication channels to wide and diverse range of stakeholders and partners

**Desirable criteria for this role**

- Understanding of NDPB's, government bodies and the stakeholder environment
- Understanding of FoI and Data Protection requirements
- Experience of managing customer complaints process

**Core competencies**

- Leading and influencing
- Making effective decisions
- Making things happen
- Navigating Change
- Collaboration

**Role Specific Competencies**

- Developing high performance
- Thinking with vision
- Delivering in partnership
- Delivering value for money