



**Job Title:** Communications & Information Officer  
**Responsible to:** CEO  
**Location:** Head Office, Vine House, 1 & 2 Factory Yard, Hanwell, W7 3UG  
**Hours of work:** 28 hours per week (4 days)  
**Contract:** Permanent, subject to performance and continuous funding

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## **MAIN PURPOSE**

- To support the effectiveness and impact of the organisation by developing and delivering user-centred communications and information in a range of formats and for different audiences
- To be responsible for digital and written communication activities which raise the organisation's profile, including overseeing social media channels, creating content, organising events, publishing reports
- Managing, maintaining and utilising EACH's Management Information System and other internal databases to draw out information, produce reports and shape communications
- To support the CEO and Senior Management Team to help organisational and business development, e.g. fundraising communications, stakeholder engagement

## **MAIN TASKS AND RESPONSIBILITIES**

### **1. Communications**

- Develop and deliver internal and external communications that build support for the organisation
- Create, deliver and maintain social media content and presence including on our website and through SEO
- Develop, produce and disseminate materials and information to engage and promote our services and developments
- Ensure communication content and channels are user-centred and effective
- Work closely with the CEO/SMT on communication matters, e.g. presentations, briefings, impact reports, newsletters, organise internal and external events
- Co-ordinate production of key reports and documents, e.g. annual reports, evaluations, briefings, training materials, fundraising materials
- Develop and maintain stakeholder list and develop useful working relationships with relevant stakeholders, e.g. media outlets, communication professionals
- Produce articles, press releases, and respond to enquiries by media or members of the public where required
- Develop and ensure communications are consistent with brand guidelines



## **2. Information**

- Manage and maintain internal management information systems and databases
- Collate, organise and analyse data and information to support strategic decisions
- Produce and provide data and reports on service/project performance to senior team
- Develop and implement information systems where required to meet funders' or service requirements
- Be the point of contact for data related matters, e.g. for staff, commissioners, researchers
- Support and skill up staff to use databases to collect, access and utilise their data
- Utilise data to inform effective communications

## **3. Communications and Information to support social change**

- Provide data and information to support business development and fundraising
- Contribute to research (primary and secondary) e.g. collating and analysing service user feedback to help with bids
- Support development of fundraising communications, events and materials

## **4. Administrative, monitoring and evaluation**

- Undertake own admin tasks and keep records
- Provide regular updates and reports on activities and outcomes from them
- Liaise with preferred suppliers to support communications, e.g. website developers

## **5. ORGANISATIONAL RESPONSIBILITIES**

- Participate fully with the agreed support structures and requirements for the post, e.g. supervision, training, appraisal, working across sites when appropriate
- Conduct all work, including any information sharing, within statutory responsibilities and within EACH's policies and professional ethics, e.g. GDPR, Safeguarding
- Contribute positively to team meetings and planning and review days.
- Uphold and integrate into practice EACH's commitment to equality, inclusivity, and anti-discriminatory practice.
- Undertake all duties in line with the objectives of the post and any other tasks consistent with the nature of the post and as may be required by your line manager.

Staff may also be required to work hours additional to contracted hours, for which time off in lieu will be given.

### **Job Description Review**

From time to time, this job description will be reviewed in line with the requirements of the organisation.



## Communications & Information Officer – Person Specification

### ESSENTIAL CRITERIA

#### Knowledge Skills and Abilities

- Knowledge of management information or performance monitoring systems
- Experience of communicating with a wide range of professionals and service users.
- Excellent IT skills particularly in Microsoft Word, Excel and Access Database.
- Ability to develop materials and content for purpose of communications
- Written and verbal communication skills with ability to communicate effectively with stakeholders
- Ability to interrogate information and data to collate, organise and make sense of it
- Able to simplify and relay complex information effectively to different audiences
- Organisational skills to plan work, prioritise and change priorities, working accurately and with attention to detail, while facing deadlines
- Ability to provide training and support to others
- Ability to provide co-ordination or project management

#### Education & Experience

- Experience of working in a communications related role
- Understanding and experience of managing data systems and ability to produce reports
- Knowledge of social media and communications as a tool to engage and create change
- Experience of pulling together information and materials to communicate with others

#### Other

- Strong team ethic and able to work autonomously
- Understanding of diversity and how it relates to effective communications
- Ability to work in an anti-discriminatory way
- Ability to work flexibly and respond to urgent and important demands
- Ability to maintain professional boundaries and confidentiality.

### DESIRABLE CRITERIA

#### Knowledge Skills and Abilities

- Understanding of fundraising communications or experience of working within a fundraising environment
- Experience of the charity sector
- Understanding of issues and needs experienced by people with an addiction, mental health, and domestic violence problems.

#### Education & Experience

- Relevant IT/database training