

Job description: Communications Assistant

1. General

Job Title: Communications Assistant
Location: London
Reporting to: Communications Manager
Fixed Term Contract: 12-months (from September 2017)
Hours: 22.5 hours (3 days per week)

2. Communications team

The Communications team is responsible for organisational communications (external and internal) and promoting Conciliation Resources' work, impact and resources, such as publications and films. It also plays a support function to enable others within the organisation to communicate more effectively. The team consists of a Communications Manager and Head of Communications, in addition to the Communications Assistant.

The Communications team sits within the Organisational Support team, which provides support to the whole organisation in the areas of financial management, personnel management, fundraising, IT, facilities and communications

3. Job overview

Job purpose

To provide support to ensure the efficient and smooth running of the Communications team's activities, monitoring and reporting.

Scope and accountability

The purpose of this role is to provide support to the Communications team to assist in the smooth running of their work and the communications activities of other teams within the organisation in order to achieve Conciliation Resources' strategic goals. This position will provide support across all areas of communications and will report to the Communications Manager.

4. Specific tasks and responsibilities

a. Communications tasks

- Assist in keeping our social media channels up-to-date, by supporting the Communications Manager to research, prepare and post content.
- With support from the Communications Manager, create written and visual content for our online and offline communications channels, including website.
- With oversight from the Communications Manager, create and distribute the monthly e-newsletter using a specific platform.
- Support the Communications team in the creation and maintenance of branding and other guidelines/toolkits for staff.
- Assist in monitoring, recording and evaluating media coverage, website, social media and e-newsletter performance through accessing relevant statistics and reporting to the Communications Manager.
- Support the Communications team in planning communications activities, for example through updating the Communications planner calendar and other tools.

- Under the guidance of the Communications Manager, source photographs (commissioning photographers if necessary), upload images to Conciliation Resources photo library and support staff in the taking and use of photographs, to ensure we always have a bank of strong images to reflect our work.
- Support the Communications team with other communications projects and activities, including conducting online research and assisting in the identification of communications opportunities.

b. Administrative/other tasks

- Assist with the compilation of reports to the Executive Management Team and Board.
- Coordinate logistics, for example for internal events, as well as flights and accommodation for upcoming trips.
- Participate in team and other organisational meetings/working groups and take primary responsibility for minute taking for relevant team and cross-organisational meetings.
- Assist the Communications team in developing strong internal relationships and information-sharing across Conciliation Resources, including via the intranet and other channels.
- Update organisational databases, electronic and paper filing systems with accurate and up-to-date information.
- Perform other duties and tasks, consistent with the skills and expertise, as required in non-routine circumstances.

c. Other duties

- Participate in line management, annual appraisals and keeping the BreatheHR Information System up to date.
- Provide additional admin support to members of the Operations team as required.

5. Person specification

Experience and knowledge

- Interest in, and some knowledge of, conflict issues, peacebuilding and/or international development.
- Experience of writing for different audiences.
- Basic knowledge of different communications channels and approaches, including social media platforms.
- Some experience of maintaining electronic databases and filing systems.
- Experience of administration.
- Experience of working in a team and supporting others.
- Previous experience in a Communications or related role (desirable)

Skills and attributes

- Good writing skills, with the ability to convey information in a compelling and concise way.
- Research and analytical skills.
- Good interpersonal skills and the ability to engage with others across a team and organisation.
- Excellent attention to detail.
- Good computer and IT skills with the ability to learn new systems and platforms.
- Well-organised with the ability to manage own workload and juggle competing demands.
- Creative, flexible and self-motivated character with openness to new ideas.
- Some ability in using InDesign and/or iMovie (desirable)

July 2017