

Job Advert – Communications Coordinator

May 2022



The [European Network on Statelessness](#) (ENS) is a civil society alliance of over 170 members in 41 countries, committed to addressing statelessness in Europe. Everyone has the right to a nationality. We believe this must be respected and those who lack nationality - stateless people - are entitled to full protection. We are dedicated to working with stateless people in Europe to advocate for respect of their human rights. We aim to reach our goals through law and policy development, awareness-raising, and capacity-building.

ENS is seeking a Communications Coordinator to coordinate and support ENS's communications work, and to play a key role in enabling ENS to fulfil its mission to end statelessness in Europe. This is a new post and a great opportunity to work at the forefront of one of the most pressing human rights issues. The successful candidate will design and deliver new ways of raising awareness and galvanising action to end statelessness.

We are looking for someone with a solid track record in online communications (including using web analytics, CMS and social media management platforms), media work and developing engaging content to affect change on hard-to-win issues.

Working under the supervision of the Head of Communications, Operations & Development, the postholder will help increase issue awareness and mobilise key audiences to act. This will involve driving acquisition of new followers (across different channels) and converting them into supporters through online actions and donations. The post will work closely with our members and staff in ENS's policy team to increase the impact of our advocacy work. The postholder will be responsible for managing communications across our network of members and supporters. Finally, they will support our efforts to put people and communities affected by statelessness at the centre of our communications work.

The post's day-to-day responsibilities will among other things involve coordinating a busy online publishing schedule, managing social media, and helping deliver ENS's planned #StatelessJourneys campaign to promote the rights of stateless refugees and migrants in Europe.

The successful candidate will have experience working in a busy communications environment and be able to show an aptitude to successfully engage in raising awareness and delivering engaging content.

The candidate will be highly articulate in English (other languages are an asset) with experience of working with diverse communities and stakeholders. They will be able to effectively work within networks and coalitions.

The candidate will be contributing positively to our dynamic organisational ethos and cross-team working where all ideas are valued, and innovation is encouraged. They will be able to fit well into a fast-paced and demanding environment with an international focus. We are looking for someone with the interest to develop their skills as we take on new challenges in fulfilling our five-year strategic plan.

The role represents an exciting opportunity for candidates with the necessary aptitude, flexibility and ambition, as well as a commitment to work with stateless people across Europe to improve their lives.

We particularly welcome applications from stateless (or formerly stateless) individuals, people from a migrant, refugee or minority background, and other under-represented groups.

ENS is committed to Safer Recruitment and all appointments are subject to satisfactory references and pre-employment checks as required in line with our Safeguarding Policy. ENS supports flexible working arrangements.

Although the post is advertised as an 18-month fixed-term contract, the intention is to fundraise to extend the post on a permanent basis as an important function within the ENS Secretariat.

For questions about the role, contact ENS Head of Communications, Operations & Development, Jan Brulc (jan.brulc@statelessness.eu).

Please note that all applicants must have an existing right to work in the UK. Unfortunately, we are unable to sponsor visa applications for this post.

Job Description

Communications Coordinator

Location	ENS offices in London (hybrid working)
Reporting to	Head of Communications, Operations & Development
Responsible for	Volunteers
Contract type	18 months fixed term
Hours of work	35 hours per week (full-time)
Salary	£34,479
Other entitlements	25 days annual holiday (pro rata) and 3% employer pension contribution
Main purpose of job	To coordinate ENS's communications and to deliver ENS's communications strategy.

Main Responsibilities of the Communications Coordinator

- Produce and deliver regular content for ENS website, including graphics and short video, to engage our target audiences and inspire them to act
- Support the design and delivery of our #StatelessJourneys campaign to promote the rights of stateless refugees and migrants in Europe
- Develop KPIs for our online presence and monitor user engagement via Google Analytics and other reporting tools
- Manage our Google Ad Grants account and develop other effective approaches to audience growth, experimenting with paid and organic supporter recruitment
- Maintain, update and develop ENS project websites, including the Statelessness Index, StatelessJourneys and the Statelessness Case Law Database
- Coordinate the day-to-day content for social media channels and grow ENS's presence and user engagement (Twitter, Facebook, LinkedIn, Instagram and YouTube)
- Maintain ENS's editorial and social media plan, liaising with ENS staff and members to identify, research and develop new content about statelessness and the work of the Network
- Coordinate the development and production of campaign emails and other email-based communication with stakeholders and supporters
- Monitor online press coverage and social media for all aspects of news relating to statelessness
- Manage ENS's guest blog by researching, commissioning, editing, and posting regular contributions
- Work with colleagues and ENS members to summarise and communicate key ENS positions in ways that are suitable for different audiences (including through ENS editorials)
- Coordinate production and dissemination of ENS publications (print and online)

- Copyediting and proofreading editorials, publications, and other written outputs
- Coordinate communications outputs and produce video and other multimedia resources. Includes writing copy, sourcing images, working with external agencies/freelance content creators and obtaining content from others as appropriate
- Create, edit and distribute ENS's quarterly newsletter and ENS's Annual Impact Report
- Identify suitable stories for target media outlets, write and "sell in" press releases, respond promptly to media enquiries (occasionally out-of-hours), arrange interviews, provide briefings for spokespeople and develop strong working relationships with target media/journalists
- Support our work to assist a range of people affected by the issue of statelessness including both stateless changemakers and representatives of communities affected by statelessness in an ethical and participatory way to effectively communicate their issues

Admin, fundraising and other duties

- Support development and delivery of an individual giving strategy
- Support transition to a new CRM system, including delivering integration with an email platform (Mailchimp or similar)
- Develop and manage new user journeys to deepen our engagement with existing and new audiences
- Actively contribute to fundraising, funder reporting, monitoring and evaluation, and strategic & operational planning as required
- Undertake shared office administration and project support tasks as required
- On occasion when required, work outside usual office hours and away from the office (including some travel within Europe).

This job description is not exhaustive but is a guide to the main functions and responsibilities of the post. It is subject to periodic review in light of changes to and development of the organisation. The postholder may be asked to undertake other duties for which the postholder has the necessary experience and/or training

Person Specification

Essential Criteria

Candidates must demonstrate and explain in their application how and why their previous experience, skills, abilities, and knowledge meet the requirements of this post.

Applications that fail to demonstrate this will not be considered for shortlisting

1. At least three years' experience of working within a fast-paced communications environment
2. Strong experience of content-managing social media channels and websites, including working with CMS systems like Drupal and platforms like Hootsuite and Mailchimp
3. Demonstrable track record of writing and editing engaging and high-quality print and digital content for a variety of channels and audiences
4. Experience of using online monitoring and evaluation tools, including Google Analytics, or similar

5. Experience of stakeholder engagement and coalition building with a wide range of external partners (e.g., policymakers, practitioners, lawyers, and communities from diverse cultural and linguistic backgrounds)
6. The ability to present complex information clearly, comprehensively, and accurately both orally and in writing to a range of audiences
7. Experience of delivering successful communications campaigns, including developing plans, implementing activities and working with and mobilising campaign partners
8. Proven experience of working with journalists and media outlets, including strong understanding of how to build and manage media contacts
9. Advanced knowledge of MS Office applications (especially Teams, Outlook, Word, PowerPoint, and Excel).
10. Proven experience of using image editing software (Canva, Photoshop, Illustrator or similar), publication (InDesign or similar) and video editing (Adobe Premiere or similar)
11. Ability to edit, proofread and format documents to a high standard
12. Good project management, administration, and organisational skills
13. A creative self-motivated thinker with ability to work independently, as well as a commitment to co-operative team working
14. Ability to empathise, understand different perspectives and use this understanding to inform the delivery of work
15. A strong commitment to our mission and some knowledge of relevant international and regional human rights frameworks, including frameworks specific to stateless people, refugees and migrants, and minorities in Europe
16. Existing right to work in the United Kingdom and ability to travel (mainly within Europe)

Desirable Criteria

The postholder may meet some or all of the following *desirable criteria* for the post:

1. Experience of working for a civil society alliance, coalition or network/membership NGO working on human rights issues
2. Experience of community engagement work (with minority, migrant, refugee, and/or stateless communities), including good understanding of relevant community engagement standards and good practice
3. Experience of managing online advertising campaigns across ad platforms for social media and paid search, including Google Ads
4. Proven expertise in European and UK data protection laws and practices including an in-depth understanding of the GDPR
5. Competency in additional languages (particularly French, Spanish, German, Arabic, Kurdish, Serbo-Croat and Romani languages)

Data Policy

The European Network on Statelessness (ENS) is a registered Charitable Incorporated Organisation in England (charity number 11583414). Our address is 28 Stainforth Road, London E17 9RD, United Kingdom. ENS is committed to ensuring that your privacy is protected. Any data requested will be used for recruitment purposes only; to screen candidates and judge their suitability to progress to interview. ENS will not share the data with other organisations for marketing purposes. Data collected in the UK is held in accordance with the General Data

Protection Regulation (EU) 2016/679 and the UK Data Protection Act 2018. The information we collect from you will be stored in the European Economic Area ("EEA"). We will keep your personal information for 12 months after which it will be deleted, unless a longer or shorter retention period is required by law, is necessary in the course of legal proceedings or is otherwise needed for a particular purpose under applicable law. We may keep your personal information for a shorter period if you ask us to delete your personal information. In such a case, ENS will aim to delete your personal information within a maximum period of one month from the date of the request. You have the right to request a copy of data we hold on you, to rectify your data and to restrict processing of your data. You can email at info@statelessness.eu or write to us at ENS, 28 Stainforth Road, London E17 9RD, United Kingdom. For more information on how we process data and your rights please read our [general privacy policy](#).

Safeguarding

ENS is committed to Safer Recruitment and all appointments are subject to satisfactory references and pre-employment checks as required and in line with our Safeguarding Policy and Procedures. More information, including a copy of ENS's Safeguarding Policy, can be provided on request.

Application Procedure

Candidates should send a completed [application form](#). Please also provide recent examples of different online content you helped create/deliver (eg. blogs, social media campaigns, videos, graphics, podcasts or other content - if you are not credited as the author please specify how you were involved in the production process in your covering email) to info@statelessness.eu no later than **Monday 13 June 2022 (9am UK time)**, stating "Communications Coordinator" in the subject heading. For questions about the role, contact ENS Head of Communications, Operations & Development, Jan Brulc (jan.brulc@statelessness.eu).

Candidates are also encouraged to fill out an [Equality and diversity form](#). Your co-operation in completing this form is greatly appreciated, but not mandatory. Any information you provide is treated in strictest confidence and does not form part of your application.

Regrettably, due to the large number of applications we usually receive, it is not possible to write to you should you not be shortlisted for an interview. If you have not heard from us within 20 days of the closing date, please assume that your application has not been successful on this occasion.

Interviews are scheduled to be conducted online on **23 June 2022**.