

Job Advert – Communications Officer

November 2023



ENS is seeking a Communications Officer to play a key role in enabling ENS to fulfil its mission to break the cycle of statelessness in Europe and realise everyone's right to a nationality.

This is a great opportunity to help us deliver our new Strategic Plan working at the forefront of one of the most pressing human rights issues. The successful candidate will support ENS's communications work and deliver new ways of raising awareness and galvanising action to end statelessness.

The European Network on Statelessness (ENS) is a civil society alliance of over 180 members in 40 countries, committed to breaking the cycle of statelessness in Europe and realising everyone's right to a nationality. We are dedicated to raising awareness about statelessness, supporting legal and policy development, and building civil society's capacity to act. At the heart of our work lies the understanding that stateless people and their communities should be leaders of change.

We are looking for someone with a solid track record in developing and promoting engaging content to affect change on hard-to-win issues. The candidate should also have practical knowledge of online communications tools (including using website CMS, CRM and social media management platforms).

Working under the supervision of the Head of Communications, Operations & Development, the postholder will help increase issue awareness and mobilise key audiences to act. The post will work closely with key partners, members and other ENS staff to increase the impact of our advocacy work by developing engaging content. They will also 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 specialised campaigns to promote the rights of stateless people 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.

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 in developing their skills as we take on new challenges in fulfilling our new strategic plan. The role represents an exciting opportunity for candidates with the necessary aptitude, flexibility, and ambition, as well as a commitment to addressing statelessness in Europe.

We provide a friendly and welcoming team environment. This includes weekly supervision meetings, flexible working arrangements, opportunities for travel, and opportunities for learning and professional development.

We particularly welcome applications from stateless (or formerly stateless) individuals, and people from a migrant, refugee, or minority background. If you require support with your application, please get in touch to discuss this further with us.

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 has a flexible working policy and is open to considering the role being undertaken on a part-time basis. Please specify your preferred work hours when applying. We will be happy to discuss flexible working options at the interview stage.

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.

If you would like to discuss any aspects of the role, please contact ENS Head of Communications, Operations & Development, Jan Brulc (jan.brulc@statelessness.eu).

Job Description

Communications Officer

Location	London (SE1) office & working from home <i>ENS operates a hybrid working model with staff working partly from home and partly from the office. The postholder would usually be required to work in the office a minimum of one day per week during their probation period and a minimum number of days per month to be agreed with their Line Manager thereafter</i>
Reporting to	Head of Communications, Operations & Development
Contract type	Permanent contract
Hours of work	35 hours per week (full-time) <i>ENS has a flexible working policy and is open to considering the role being undertaken on a part-time basis. Please specify your preferred work hours when applying</i>
Salary	£30,747 <i>ENS operates an annual inflation linked salary review which is subject to Board approval</i>
Other entitlements	25 days annual holiday (with an additional day for each completed year of service up to 5 days), 5% employer pension contribution, enhanced family friendly policies, enhanced sick leave & sick pay and an employee assistance programme.

Main Responsibilities of the Communications Officer

- Produce and deliver regular content for ENS website, to inform and engage our target audiences and to promote the work of the Network
- Monitor and analyse KPIs for our online presence and user engagement via Google Analytics and other reporting tools
- Maintain, update and publish new content on other ENS websites, including the Statelessness Index, StatelessJourneys and the Statelessness Case Law Database
- Coordinate the day-to-day content for social media channels (including graphics and short video) and grow ENS's presence and user engagement on 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 production of campaign emails using Mailchimp with members, 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)
- Ensure that ENS publications/presentations/other outputs are designed in line with internal style guidelines and support colleagues with day-to-day design requests
- Manage dissemination of ENS publications (print and online)
- Copyedit and proofread editorials, publications, and other written outputs
- Coordinate communications outputs and produce video and other multimedia resources (including writing copy, sourcing images, working with external content creators and obtaining content from others as appropriate)
- Support transition and implementation of a new CRM system (Beacon), including assisting other staff members and improving data quality
- Create, edit and distribute ENS's quarterly newsletter and ENS's Annual Impact Report
- Support our work to assist a range of people affected by statelessness including both stateless changemakers and representatives of communities affected by statelessness in an ethical and participatory way to effectively communicate their issues
- Work with community members to co-design storytelling projects for media and online outlets, and support their involvement in other communications initiatives
- Support the design and delivery of our online campaigns to promote the rights of stateless people in Europe
- Support the planning, promotion and delivery of in person and virtual events
- Support development and delivery of an individual giving strategy
- Develop and manage new user journeys to deepen our engagement with existing and new audiences using CRM and Mailchimp

Admin, fundraising and other duties

- Support colleagues with Microsoft 365 tools and other routine IT support requests
- 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 each of the requirements of this post. Please indicate in your responses in the application how you meet the different criteria below.

Skills and knowledge gained from lived experience, from voluntary work or from paid work are all equally valuable, so please do include these in your application.

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

1. Experience of working in a similar role, running day-to-day communications tasks in a busy organisation
2. Demonstrable track record of writing and editing engaging digital content for a variety of channels and audiences, including designing graphics and short videos
3. Strong experience of content-managing social media channels and websites, including working with CMS systems like Drupal/Wordpress and platforms like Hootsuite/Buffer
4. Experience of designing and setting up email campaigns using an online platform such as Mailchimp/Constant Contact or similar
5. Experience of delivering successful communications campaigns, including developing plans, implementing activities and working with broad coalitions of campaign partners, including community representatives and individuals with lived experience from diverse cultural and linguistic backgrounds
6. Advanced knowledge of MS Office 365 applications (especially Teams, Outlook, Word, PowerPoint, and Excel)
7. Proven experience of using image editing (Canva, Photoshop, Illustrator or similar) and video editing software (Adobe Premiere or similar)
8. Ability to edit, proofread and format documents to a high standard
9. Good project management, administration, and organisational skills
10. 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
11. Please note that the post is based in the UK and all applicants must have an existing right to live and work in the UK. Documentary evidence will be required from a successful candidate.

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. Previous experience of using and/or managing a CRM platform
3. Proven experience of working with journalists and media outlets, including strong understanding of how to build and manage media contacts
4. Experience of community engagement work (with minority, migrant, refugee, and/or stateless communities), including good understanding of relevant community engagement standards and good practice
5. Experience of using online monitoring and evaluation tools, including Google Analytics, or similar
6. Knowledge of European and UK data protection laws and practices

7. Competency in additional languages and experience of working in a multi-language environment (particularly Arabic/Farsi/Spanish/Kurdish/German/Serbo-Croat/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 (including a DBS check) 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](#) to info@statelessness.eu no later than Tuesday 5 December 2023 (9am UK time), stating "Communications Officer" in the subject heading. Please also provide 2 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).

Candidates are also encouraged to fill out an online [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.

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

Interviews are scheduled to be conducted on Monday 18 December 2023.