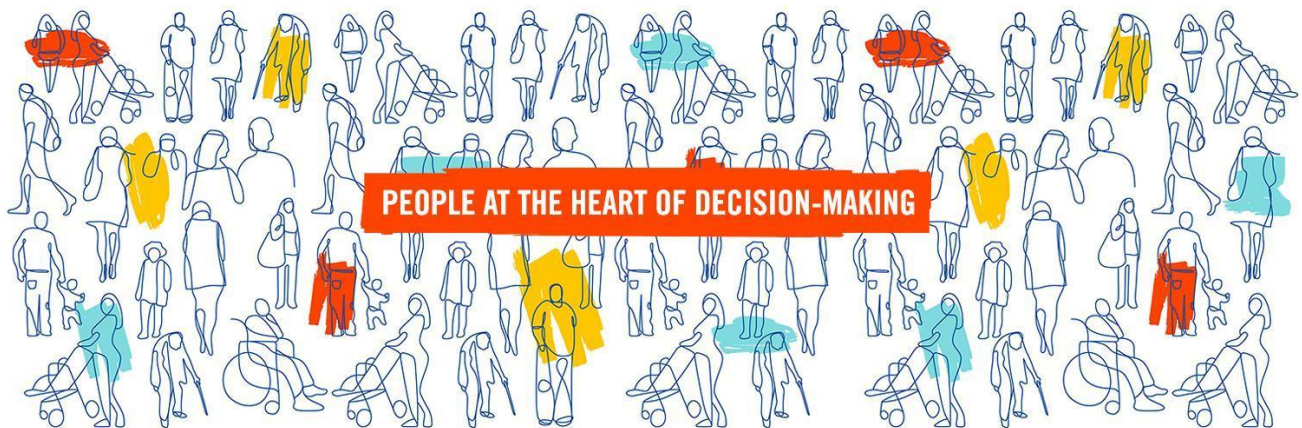




Communications and Advocacy Officer

Job Description



Practical details

SALARY BAND: £20,851 - £26,064

LOCATION: Flexible

HOURS: Full or part time

01. Who we are

We're the UK's leading public participation charity, and we want to build a more vibrant democracy, with people at the heart of decision-making.

Since 2003, we have been working with governments, parliaments, civil society, academics and the public to create and deliver new forms of public participation that re-vitalise democracy and improve decision-making.

We are realistic about the challenges faced by democracy, but optimistic about how to overcome them. We are committed to ensuring our democracies are vibrant and fit for the future by putting people at the heart of decision-making.

We work across the UK and internationally, with offices in Belfast, Edinburgh and London.

02. What we do

Our mission is to develop, support and campaign for new ways of involving people in the decisions that affect their lives.

We need to make important choices as a society, but our democracy isn't working as it should. Decision-makers are struggling to get things done. The public are frustrated the system isn't working for them. And everywhere people are feeling divided, distrustful and powerless.

Our work is focused in three areas:

- **Making the case** – demonstrating why participation and deliberation are essential features for a healthy modern democracy, and ensuring that those in positions of power and influence understand and support their use in addressing some of the UK's most intractable issues. [Check out our latest thinking.](#)
- **Embedding change** – building the capacity of public servants and practitioners, and developing the body of evidence, principles and standards that support participatory and deliberative practice. [Check out our resources.](#)
- **Pioneering practice** – encouraging widespread uptake of participatory and deliberative processes, and promoting continuous learning and innovation to improve democracy and deliver lasting solutions in key policy areas. [Check out our practical projects.](#)

Find out more about our work: www.involve.org.uk/our-work/

Our values

- **Collaboration** – because change comes when broad coalitions of people work towards a common vision;
- **Equality** – because everyone in society has an equal right to be listened to and participate in decisions that affect their lives. No one should be held back by societal divisions or prejudice;

- **Independence** - because we are committed to the integrity and impartiality of participatory and deliberative processes;
- **Purpose** – because participation must have an impact. We reject tokenistic or ineffectual engagement;
- **Quality** - because effective participation requires time, attention and commitment.

03. About the role

Involve is at the vanguard of changing our democracy. Combining innovative, high-quality practice with making a clear case for a democracy fit for the 21st century, we are showing exactly what our democratic future holds.

As the Communications and Advocacy Officer you will be responsible for providing administrative support for Involve's main advocacy and communications projects, and for ensuring our activities are clearly communicated to various external audiences. The most significant project you will support is the setting up and running of the **UK Democracy Network**. This is a relatively new initiative designed to strengthen the democracy sector through supporting collaboration between people passionate about democracy and build our collective power and influence.

You will support regular communication with key stakeholders, support external networking, provide administrative support for stakeholder events, ensure regular social media content is created, and carry out other activities as required.

To succeed, you will need to have excellent communication and administrative skills. You will be highly organised and be able to manage competing priorities. You will understand and have some experience of using communication platforms such as Mailchimp, Facebook, Twitter and/or LinkedIn. You may also have experience of using CRM systems and keeping them up to date.

You will be line managed by our Director of Advocacy and Communications and provide direct support to both the Director of Advocacy and Communications and the Democracy Network Coordinator.

04. Key responsibilities

1. Communicating what we are doing to key audiences

- Creating social media content relevant to the democracy sector
- Writing blog posts and articles
- Producing written updates for the democracy sector.

2. Supporting relationship and contact management

- Supporting relationship management with project contacts and other key stakeholders
- Supporting relationship management with politicians and media
- Managing contact information and helping with our plans to improve and streamline processes.

3. Project Support

- Ensuring the Democracy Network's administration is well organised and professional
- Ensuring other projects you are assigned to are also completed in an organised, professional manner. For example, this might include:
 - Creating materials for meetings and events
 - Writing up notes from meetings and events
 - Supporting relationship management with project participants
 - Providing administrative support for training activities
 - Other support as required.

4. Event Management

- Supporting the organising of external events such as booking venues, managing attendees etc.
- Promoting external activities / events / training courses to appropriate audiences
- Maintaining clear communication with participants of events
- Provide basic technical support for online meetings.

5. Contributing to all-team activities (10%)

- Contributing to organisational development projects
- Writing blog posts and articles
- Participating in team meetings, strategy days and away days
- Complying with core Involve procedures and policies, such as time recording and leave records.

Other relevant duties may be undertaken as agreed with your line manager.

05. Key competencies

Essential competencies

Applicants must demonstrate the following competencies:

- Works in a systematic and well organised manner, using own knowledge to deliver on time and to a high standard. Takes responsibility for own work, keeps manager informed on how the work is progressing, and identifies the right moments for managing up.
- Thorough, diligent and attentive to detail. Maintains systems and follows procedures carefully, and contributes thoughtfully to how these could be improved. Able to self-correct and reliably flag areas where quality assurance and feedback from others is required.
- Communicates with clarity, purpose and professionalism, whether in writing or in speech. Listens attentively and accurately, and seeks appropriate clarification even with senior contacts.
- Committed to our mission to create a better, safer more effective democracy, fit for the 21st century
- Builds positive relationships with team and line managers
- Responds positively to feedback and proactively seeks to learn and improve performance.

- Effective social media use and ability to maximise reach and engagement through various channels.
- Ability to use core business office software (e.g. documents / spreadsheets / calendars in Google suite, Office suite) as well as the social media and comms platforms described above.

Desirable competencies

The following competencies are desirable:

- Maintaining relationships with stakeholders
- Experience of contributing content to websites, such as blogs or videos
- Experience of minute taking and online meeting hosting.

06. Pay, location and benefits

Job Title:	Communications and Advocacy Officer
Pay band:	£20,851 - £26,064
Hours:	We will consider full time (5 days a week) or part time (4 days a week)
Start date:	As soon as possible
Location:	Flexible (staff are expected to attend occasional team meetings in London)
Reporting to:	Calum Green, Director of Advocacy & Communications

All staff get 25 days annual leave, in addition to bank holidays, plus the period between Christmas Day and New Years Day.

We're actively building a diverse team and welcome applications from everyone. But simply having a diverse workforce is not enough. We aim to build an inclusive environment, where everyone can contribute their best work and develop to their full potential. We celebrate our differences, and recognise the importance of teams reflecting the communities they work with.

We can make reasonable adjustments to our interview process, and to working arrangements, according to your needs. And we offer a flexible working environment so you can adjust your hours to suit your personal circumstances.

The following benefits are available to staff:

- Annual training budget of £1,000 for each member of staff;
- Workplace pension with employer contribution of 5%;
- Childcare vouchers;
- Phone/data allowance of £13.50 per month;
- Enhanced maternity and paternity leave packages for qualifying employees.