

Recruitment of a Communications and Engagement Officer

Dear Applicant,

Thank you for your interest in the role of Communications and Engagement Officer. We are seeking a creative, proactive and values-driven communicator to join our team on a permanent basis. This is an exciting opportunity to take ownership of our day-to-day communications, helping to raise our profile, support campaigns, and amplify the voices of the communities we work alongside and support.

The successful candidate will be a confident and engaging communicator, with strong writing and storytelling skills. They will have experience delivering communications across a range of channels, including digital, media and campaigns. They will be confident producing clear, engaging content for different audiences, and comfortable supporting campaign activity and building relationships with stakeholders.

In this recruitment pack, you'll find:

- Background information about PILC
- Information on the selection process
- A detailed role description and person specification

To apply, please complete the application form and equality and diversity form found alongside this recruitment pack and return them via email to jobs@pilc.org.uk by **Monday 1 June at 10 am**. Please note that we do not accept CVs.

We strongly welcome applicants from the global majority and actively encourage applications from individuals who are Black, Asian, or from other racially minoritised communities. We also welcome candidates from marginalised backgrounds, including disabled people, LGBTQ+ individuals, and those with lived experience of migration, poverty, or the care system.

If you meet the essential criteria for the role but feel unsure about applying, we encourage you to reach out to us via email and we would be happy to answer any questions you have.

We are committed to ensuring our recruitment process is accessible to everyone. If you require the job description, application form, or any other materials in a different format, please don't hesitate to contact us at jobs@pilc.org.uk.

Thank you for your interest in the position and we hope to hear from you soon.

Warm regards,

R. Dempster-Johnson

Head of People and Operations

BACKGROUND INFORMATION



The Public Interest Law Centre (PILC) was initially set up in 2016 as a project of Lambeth Law Centre and became independent in 2019. PILC has been operating its own Legal Aid Contract since 1 September 2023, enabling the Law Centre to act in Public Law, Claims against Public Authorities and Housing Law cases. PILC is registered as a Charitable Incorporated Organisation in England and Wales (No: 1192355).

Mission

The Public Interest Law Centre exists to challenge unlawful state practice and systemic injustice through legal representation, strategic litigation, research and legal education. We specialise in public law, actions against public authorities and public inquiries, bringing cases to court for individuals and grassroots groups who have been treated unfairly.

We hold government and public bodies to account, challenge unlawful policies and practices, and promote access to justice for marginalised individuals and communities. We will not rest until we achieve a fairer and more equitable society.

Strategic Objectives

Our current strategic plan (2024-27) is divided into three parts:

1. *Seeking justice through legal action:* We use the law as a tool in the fight for social change, not as an end in itself. Taking the government and public bodies to court can be a powerful way for communities to demand justice.
2. *Developing PILC's movement lawyering approach:* We put the power of the law into communities and social movements so they can fight back.
3. *Consolidating PILC's organisational growth:* We know the best way to deliver on our mission is to have a strong infrastructure for an effective, compliant and sustainable organisation.

Our Approach

PILC is a legal organisation located at the grassroots. This is not a market choice: rather, it is where we come from and where we believe social change begins. This commitment forms the basis of our distinct identity as a Law Centre rooted in communities fighting for social justice.

We work in collaboration with grassroots groups, campaigners and frontline organisations through a legal hub model building capacity through legal education and advocating through strategic legal action across three overlapping priority areas:

- state accountability,
- housing, land and community assets,
- racial justice and migrants' rights.

Most people we support cut across these areas, e.g. domestic abuse survivors – sometimes with NRPF – seeking housing safety. We build on these cases to develop strategic litigation and challenge wider policies and practices. Taking the government and public bodies to court can be a powerful way for communities to demand justice. We use the law as a tool in the fight for social change rather than an end in itself.

Some of the individuals and communities we work with include:

- Social Justice activists subjected to state surveillance
- Migrants targeted by racist policies and socio-economic discrimination
- Gypsies, Roma and Travellers seeking safe and suitable living conditions
- Council Estate residents at risk of displacement due to regeneration
- Survivors of domestic abuse in housing need
- Local residents defending public services and spaces, e.g. Children's Centres

PILC prides itself in building most of its litigation from issues arising from lived experience or identifying patterns in frontline workers' casework, thereby joining the individual to the strategic. Although strategic litigation is no silver bullet, our approach to movement lawyering connects us to the individuals and communities we defend, making us an integral part of a broader social justice movement.

Our work

State Accountability

- We have recently represented 12 organisations across various modules of the UK Covid-19 Inquiry covering interrelated issues relating to survivors of domestic abuse, racialised communities and migrants, outsourced workers and privatised social care and health services.
- We represent a number of individuals, groups and organisation in the Undercover Policing Inquiry, including Youth Against Racism in Europe, a former Labour MP, Troops Out movement, the Stop the War coalition and the Campaign for Nuclear Disarmament (CND).

- We also have several cases supporting Palestine Solidarity in the UK and holding the British state to account for its complicity in the genocide in Gaza.

Housing, Land and Community Assets

Our work in this area is wide ranging and include existing and developing projects:

- [supporting survivors of domestic abuse access safety through adequate housing](#);
- our [gentrification project](#), which mainly supports council estate residents facing demolition and displacement as well as supporting market traders facing eviction through planning and environmental law;
- [defending Gypsies & Travellers pursuing a nomadic way of life](#) through legal representation in housing and planning;
- [keep public land in public hands](#) through the defence of open spaces in London.

Racial Justice and Migrants' Rights

As successive governments introduce ever more regressive, headline grabbing, anti-migrant laws and policies, we recognise that many are also suffering because of entrenched systems and policies designed to limit belonging and freedoms for migrants. Our work largely seeks to address these long-standing structures and the root causes of injustice which trap migrants in poverty and exclusion, often for decades.

We are working closely with grassroots groups and frontline partners towards:

- dismantling racist Hostile Environment policies, which affect migrants' ability to live in dignity;
- addressing barriers to settlement in the UK, which trap people in the grip of the Home Office; and
- ensuring that access to socio-economic and work-based rights are not determined by immigration status.

Our People

PILC is co-led by Jean Demars (Director), who oversees strategic, operational, and financial management, and Helen Mowatt (Legal Director), who leads on all legal matters, including inquiries work, casework management, litigation strategy, and Legal Aid contract oversight. They are supported by Ross Dempster-Johnson (Head of People and Operations), completing the Senior Management Team. PILC currently employs 21 staff members, and works with a small number of consultants.

Communications

Communications is a vital complement to PILC's legal work since our inception in 2016, which stems from a recognition that systemic injustice cannot be challenged through legal means alone.

We use communications to:

- Publicise strategic litigation, whether we are owning victories or ensuring that the social justice issues of a case aren't lost;
- Disseminate briefings about rights and entitlements as part of our legal education work;

- Publish research commissioned to provide an evidence base to the issues our clients encounter and other reports highlighting our work;
- Amplify the voices of our clients and grassroots-activist partners;
- Stay in touch with friends, colleagues and supporters through a regular newsletter.

We are currently enhancing our website to improve user experience, accessibility, and how we communicate our work and impact. We are working with an external consultant to support this work, and we expect the updated site to be in place by the time the successful candidate joins.

Quality Standards

The Law Centre is accredited by the Law Society's Lexcel Quality Mark and certified under the Cyber Essentials Plus scheme, which protects against common cyber threats. Both accreditations are subject to an annual technical assessment.

Registrations and memberships

PILC is registered with the Solicitors Regulation Authority and the Law Society. We are also members of the Law Centres Network.

SELECTION PROCESS

Shortlisting

We will shortlist applicants for interview based solely on the information provided within the application form. We do not use AI to shortlist applications.

When reviewing applications, we will be looking for evidence that you have:

- Submitted a completed application form and equality and diversity monitoring form by the deadline: **Monday 1 June 2026 at 10 am.**
- Clearly demonstrated how you meet the essential criteria outlined in the Person Specification, using examples where possible.
- Provided relevant detail about your work history, experience, and training, including explanations for any employment gaps.

Interviews will be offered to candidates who most closely demonstrate the skills, experience, and behaviours required for the role.

Interviews

Interviews will take place in person at our offices in Cambridge Heath, London (E2) during the week commencing **Monday 15 June 2026.**

The interview will be a structured panel interview, with questions linked directly to the Person Specification. This helps ensure the process is fair, consistent, and focused on what matters most for the role.

There will also be time for you to ask questions about the role, the team, and the organisation.

A Two-Way Conversation

We want the interview to feel like a conversation, not an interrogation. It is a two-way process: you are also deciding whether this role and organisation are right for you.

You are welcome to:

- Add anything you feel your application didn't capture
- Use phrases such as *"I didn't get a chance to mention..."*
- Ask honest questions about the role, culture, or expectations

We genuinely want you to feel informed and empowered throughout the process.

Task

Candidates shortlisted for interview will be asked to complete a short task that reflects the type of work you would undertake in this role.

Adjustments and Accessibility

We are committed to making our recruitment process inclusive. If you require any reasonable adjustments at any stage, please let us know and we will do our best to accommodate your needs.

Communication and Outcomes

We will contact all applicants by email after the closing date to confirm whether their application has progressed to the next stage.

Unfortunately, we are unable to provide individual feedback to candidates who are not shortlisted for interview.

Candidates who are shortlisted will be contacted by email as soon as possible after the closing date, once the panel has completed the shortlisting process.

Following interviews, all candidates will be informed of the outcome.

Candidates who are not appointed at interview stage are welcome to request feedback, and we will be happy to provide constructive feedback to support future applications.

We will only contact referees once an offer of employment has been made.

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JOB REFERENCE: PILC/5/2026



ROLE DESCRIPTION

JOB TITLE	Communications and Engagement Officer
SALARY:	£33,903
HOURS:	Full Time, 35 hours per week
CONTRACT:	Permanent
BENEFITS:	<ul style="list-style-type: none">• 25 days holiday per year with 7% employer pension contribution, plus additional time off over Christmas when our office closes• Flexible working around our core hours of 10am – 4pm• Friendly, collaborative and truly inclusive culture• Laptop and mobile phone• Access to our 24-hour Employee Assistance Programme• Learning and development budget• Enhanced support when you need it most, including enhanced sick pay and family leave
LOCATION:	Cambridge Heath, London, E2 / Hybrid – Two days per week in the office
ACCOUNTABLE TO:	Director
DIRECT REPORTS:	None
START DATE:	Flexible depending on candidate availability (including immediate start) and notice period, with a preference for 1 September 2026.
PURPOSE:	Lead the day-to-day delivery of communications, helping to grow PILC's profile by expanding the reach and impact of our work, while building strong engagement with supporters and communities.

This is an exciting opportunity to join an ambitious organisation working at the intersection of law, campaigning and social justice. As Communications and Engagement Officer, you will play a key role in telling the story of our work, raising awareness of the issues individuals and communities face, supporting campaigns, and helping to amplify the voices of those who are underrepresented.

This is a hands-on role with real scope to make an impact. You will create engaging content, produce campaign communications, and help shape how we communicate with our audiences across digital, media and other channels. The role offers the opportunity to develop your skills and contribute to a dynamic and values-driven team committed to social justice and long-term change.

Main Responsibilities

- Deliver engaging and consistent communications across digital, media and campaign channels to



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support PILC's profile and impact

- Work collaboratively with colleagues to turn casework, legal work, and campaign activity into clear, accessible, and audience-friendly public communications
- Manage core communications channels, including website, social media, and newsletters, using insight to improve reach and engagement
- Support campaign activity and external engagement, including press, digital content, newsletters and events

Specific Duties

Communications Delivery

- Create, edit, and publish high-quality content across website, social media, newsletters and other digital platforms
- Support the design and production of printed and digital communications materials
- Tailor messaging for different audiences to ensure content is relevant, inclusive, and impactful
- Develop, embed, and maintain clear communications standards and guidelines, including tone of voice, messaging, and visual consistency across all outputs
- Create simple templates and processes to support consistent and efficient content creation across the organisation

Media and External Communications

- Draft high-quality press releases, statements, and media materials that clearly communicate key messages and organisational priorities
- Respond to and coordinate media enquiries in a timely and professional manner, ensuring consistent messaging
- Develop and maintain positive relationships with relevant journalists and media contacts to increase awareness of PILC's work
- Support efforts to secure positive media coverage that highlights organisational impact and the issues affecting the communities we serve
- Monitor media coverage and flag relevant opportunities, risks, or reputational issues to internal teams

Digital and Audience Engagement

- Lead the day-to-day of our social media channels, developing and delivering engaging, audience-focused content that builds awareness and increases reach
- Maintain and update website content, ensuring it is accurate, accessible, engaging, and aligned with organisational priorities
- Develop and deliver supporter communications, including newsletters, email campaigns, and updates that deepen engagement and strengthen relationships
- Use digital analytics and audience insight to evaluate performance, identify trends, and continuously improve communications activity and impact

Campaigns and Organisational Support

- Support the delivery and promotion of public-facing events and campaigns, including creating engaging content (e.g. photos, video, quotes) to capture and share impact
- Support the amplification of key campaigns and organisational priorities across digital and external channels, helping ensure messaging reaches the right audiences at the right time

Other duties

- Participate in team meetings, supervision, and organisational learning
- Engage in relevant training and professional development
- Undertake other duties consistent with the nature of the role, in discussion with the line manager

Review of this role

This job description is to provide guidance and direction. It is not an inflexible document, nor is it intended to limit the range of duties which could reasonably be expected of the post holder. The job description will be reviewed at each appraisal.

PERSON SPECIFICATION

Communications and Engagement Officer

	Requirement	Essential	Desirable	Method of assessment
1.	Experience working in communications, marketing, digital or campaign's role	✓		Application / Interview
2.	Knowledge and understanding of social issues affecting marginalised communities	✓		Application / Interview
3.	Ability to create engaging content for digital platforms, including social media, website and newsletters	✓		Task
4.	Excellent written communication skills, with the ability to produce clear, accessible, and compelling content and translate complex information for different audiences	✓		Application / Task
5.	Experience of supporting or contributing to campaigns, public engagement or awareness-raising activity	✓		Application / Interview
6.	Experience of working with external stakeholders, such as media, partners, or community organisations	✓		Application / Interview
7.	Strong verbal communication skills and confidence engaging with a wide range of people and audiences	✓		Application
8.	Strong verbal communication skills and confidence working with a wide range of people and audiences	✓		Interview
9.	Ability to manage multiple priorities, work independently, and meet deadlines	✓		Interview
10.	Strong organisational skills and attention to detail	✓		Interview
11.	Ability to work collaboratively within a small team, contributing ideas and supporting colleagues	✓		Application / Interview
12.	Proficiency in using digital tools and platforms, including social media, Microsoft Office, and video communication tools	✓		Application / Task

13.	Understanding of how communications, media and digital channels can be used to support campaigning, advocacy or social change	✓		Interview
14.	Awareness of how to communicate effectively with diverse audiences, including marginalised or underrepresented communities	✓		Interview
15.	Ability to use data and insight to monitor engagement and improve communications performance	✓		Application / Interview
16.	A commitment to the Public Interest Law Centre's Equality & Diversity Policy	✓		Application / Interview
17.	Experience of grassroots organising, campaigning or activism		✓	Application / Interview
18.	Ability to use analytics or insight to understand engagement and improve communications.		✓	Application / Interview
19.	Experience using website CMS tools (e.g. WordPress) and email marketing platforms (e.g. Mailchimp)		✓	Application
20.	Experience using design tools (e.g. Canva or similar)		✓	Application