



Lambeth Links



Communications and Engagement Officer

Role	Programmes, Governance and Income Generation Manager
Contract	Part time, 22.5 hours / 3 days per week. We will consider flexible working.
Location	North Lambeth, London SE1. Hybrid working with at least one day a week in the office and regular work across the borough.
Salary	£26,000 to £28,000 pro rata per year depending on experience.
Annual leave	28 days pro rata including public and bank holidays.
Reports to	Programmes, Governance and Income Generation Manager / CEO
Direct reports	No direct reports
Working hours	Some evening and weekend work will be required, for example to attend community events, meetings and Pride related activity.

Role Overview

The Communications and Engagement Officer is responsible for driving Lambeth Links' digital reach, keeping our community engaged, and supporting events that keep the charity visible, relevant and on brand.

The role's core purpose is to make the work of Lambeth Links visible and compelling, build our online presence and reputability, meaningfully engage with LGBTQ+ communities locally and London-wide, and provide communication support to fundraising and programmes.

Key Responsibilities

1. Digital Communications and Social Media

- Maintain a content calendar across channels such as website, X, Instagram, Facebook and email.
- Create clear, accessible content that promotes programmes, events and campaigns, and shows impact.
- Respond to comments and messages within agreed safeguarding and tone of voice guidelines.
- Use basic analytics to understand what works and refine content.
- Brand, messaging and assets.
- Keep visual identity and key messages consistent across all channels and materials.
- Produce simple templates and toolkits so trustees, volunteers and partners can talk about Lambeth Links in a consistent way.
- Processing personal data in compliance with GDPR regulations.

2. Events and community engagement

- Support the CEO and Programmes and Income Generation Manager to plan and deliver community forums, stakeholder events and Pride related activity.
- Handle event logistics including venues, registrations, access needs, risk checks and follow up communication.

- Support for fundraising and programmes

3. Website, Mailing list and Internal Communications

- Keep key website pages up to date, including what the charity does, how to get involved and how to refer or signpost.
- Manage mailing lists and send regular updates that bring together different strands of work.
- Monitor and maintain the Lambeth Links' general inbox and respond or forward all relevant inquiries.
- Support the Programme and Income Generation Manager and CEO with digital administration of the organisation, such as Microsoft Sharepoint maintenance and internal communications.
- Assist the Board in the maintenance of good governance practices, including writing minutes for Board meetings, and ensuring calendar events are up to date
- General administrative duties as required by the CEO and/or the Chair.

4. Impact Reporting

- Maintain and update stakeholder and service user databases to ensure accurate and timely records.
- Support the collection of impact data from programme participants, partners and internally from colleagues.
- Help design materials for commissioners and partners that explain the charity offer and impact.

5. Community Programming Support

- Provide administrative support for community-led events and programmes.
- Help track participation and engagement metrics across various community projects.
- Support the dissemination of key campaigns and updates.

6. Volunteer Recruitment and Management

- Be responsible for the delivery of our volunteer strategy, managing the recruitment, onboarding and day-to-day coordination of volunteers, in line with organisational priorities and agreed service needs.
- Support the promotion of volunteering opportunities across digital channels, networks and events to attract a diverse and representative volunteer base.
- Act as a first point of contact for volunteers, providing clear information, basic support and signposting as needed.
- Maintain accurate volunteer records, including role descriptions, availability and engagement, in line with GDPR and safeguarding requirements.
- Work with the Programme, Governance and Income Generation Manager to ensure volunteers are supported, briefed and deployed effectively across programmes and events.

Person Specification

Knowledge & Experience	Essential	Desirable
Digital Communications: Proven experience in delivering digital communications strategies across a variety of online mediums.	✓	
Content Creation: Demonstrable experience of creating engaging promotional content for online campaigns and events.	✓	

Event Delivery: Proven experience of delivering events and engagements, including logistics and administration, time management, stakeholder liaising, and sound risk management and safeguarding.	✓	
Online Programme Management: Demonstrable ability in navigating social media platforms such as Instagram and TikTok, and website services such as Wordpress and Google Analytics.	✓	
Volunteer Management: Experience delivering volunteer strategies, including best practice volunteer recruitment and management.	✓	
LGBTQ+ Community Knowledge: Understanding of issues facing the LGBTQ+ community, particularly within a borough like Lambeth.	✓	
Communications Skills: Demonstrable ability to communicate with a diversity of stakeholders, both verbally and written, across a variety of mediums.	✓	
Internal Systems: Working knowledge of Microsoft 365 suite system and apps within an organisational context.	✓	
Outlook and Mailing: Strong understanding of Microsoft Outlook functions, including mailing list and contacts management, calendar and diary organisation, email marketing and mail merges.	✓	
Graphic Design: Skills in developing graphic design content for social media, websites and other promotional material through applications like Canva or Adobe Creative Cloud.	✓	
Data management and GDPR Compliance: A general understanding of best practice in database management and compliance with GDPR legislation	✓	
Lived Experience: Identifies as part of the LGBTQIA+ community, particularly with intersections with other minoritised communities (e.g. POC, disability, youth, migrant, etc)		✓

