

Communications Assistant



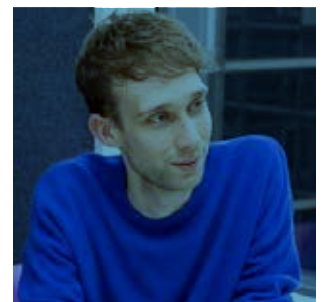
Too many older people have no one to turn to for support. We believe no older person should have to struggle alone. We're Age UK, the UK's leading charity for older people. We provide information, support, friendship and advice when it's needed most. Our services are a lifeline – could you help us reach even more people who need us?

The job, in a nutshell

Be a key part of our internal communications team delivering engaging communications to inform and inspire our thousands of colleagues at Age UK and across the Age UK Network.

What you'll do for us

- Source, write, edit, and proof-read content for our many audiences and channels so that they are informed, engaged, and inspired.
- Create our weekly e-newsletters sent to colleagues across Age UK and the Age UK Network.
- Update and oversee content on our intranet/ extranet, ensuring that it is kept up to date, relevant for our audience and promotes the work of Age UK and the Age UK Network in a positive, informative, and newsworthy way.
- Advise teams across Age UK on the best ways to communicate and engage with colleagues across Age UK and the Age UK Network.
- Produce digital publications, including building a range of e-newsletters and communications in Campaign Monitor and adding, updating and



“Being part of the Internal Communications Team has taken my skills, knowledge, and experience as a communicator to the next level. Every day I get to work with a team of fun, talented, and inspiring people helping colleagues right across the Age UK network to do everything we can to support older people.”

George Harvey,
COMMUNICATIONS
MANAGER

Our values



Collaborative



Impactful



Ambitious



Inclusive

Communications Assistant



managing content on our intranet, extranet, Wordpress site, Sharepoint hubs, and Microsoft Teams channels.

- Manage our internal screen signage process in Optisigns, ensuring our on-site digital screens and organisational lockscreens are a helpful communication channel across our hubs.
- Manage the team's communication planning process, ensuring we publish content in a timely manner, plans are up-to-date, and actions are delivered.
- Update our distribution lists to make sure that we are reaching our audiences in a targeted way.
- Analyse data and feedback and produce evaluation reports of our internal and partner facing channels, projects and events.
- Manage the team's two shared mailboxes, triaging and responding to questions and problems, including issues with the intranet and extranet.
- Source content, proof-read and edit Age UK's annual report and provide project management to keep the team and other colleagues on track.
- Perform other duties, such as helping deliver events, updating plans, producing reports, and creating presentations, as required.

Must haves:

- Demonstrable experience of having a real impact working in a communications function (corporate or charity).
- Outstanding written communications skills and can demonstrate prior experience of developing a variety of engaging written content.
- Current knowledge of a broad range of communication tools, and demonstrable experience of using them to deliver great communications and engagement.
- An eagle eye with strong attention to detail and excellent proof-reading skills.
- Strong story telling skills.
- Ability to work under pressure in a fast paced, changing environment, and proven organisational skills.
- Experience of using Sharepoint / Wordpress or other intranet platforms.
- Have the confidence to share ideas and collaborate with colleagues both in person and online.

Location

One America Square
London (Hybrid)

People management

No

Division

Brand & Communications



ageuk.org.uk

Age UK, 7th Floor, One America Square, 17 Crosswall, London EC3N 2LB.
Registered charity number 1128267. Company number 6825798.

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- Strong IT skills, including working knowledge of Outlook, Microsoft Teams, and other Office 365 products.

Great to have:

- Experience of building eye catching e-newsletters on email marketing platforms (such as Campaign Monitor).
- Experience of working in an internal communications function.
- Video editing skills and experience of producing short videos.
- Experience of using online and offline tools and products for increasing employee engagement (eg LinkedIn, Yammer, printed collateral etc).
- Experience of using video editing and graphic design software.

This role description is not intended to be exhaustive in every respect, but rather to clearly define the fundamental purpose, responsibilities and dimensions for the role. Therefore, this role description does not describe any individual role holder.

In addition to the contents of this role description, employees are expected to undertake any and all other reasonable and related tasks allocated by line management.

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