



POST: Communications Assistant

LOCATION: Hybrid (minimum 1 day per week in Derby)

RESPONSIBLE TO: Communications & Fundraising Officer

HOURS: 18.75 hours per week (2.5 days – can be worked flexibly)

SALARY: £23,725-£28,865 pro rata, depending on experience (pro rata salary is £11,862-£14,432)

CONTRACT: 12-month contract – with potential for extension

About You.

Are you **passionate** about communicating a message of hope and transformation that will engage current donors as well as recruit new supporters in financing our work to welcome and empower refugees and asylum seekers?

Are you a **team player** who can work well with others, whilst also being a self-starter who can show initiative?

Are you **creative, with a flair for communicating** in a way that is striking, personable and engaging?

Are you **meticulous in written communication**, with a keen eye for grammar, spelling, and structure?

Are you **comfortable working digitally**, embracing new developments in tech?

Are you an **exceptional communicator** looking for a new challenge in a supportive, dynamic team?

If that describes you, then you sound like the perfect fit!

Context of the role.

The successful candidate will be guided by the Communications & Fundraising Officer to communicate the experiences of refugees and asylum seekers and demonstrate the impact of Upbeat Communities to our supporters and followers, as well as to new audiences. They will have a positive attitude and love communicating what we do as a charity.

The role can mostly be done remotely; however, it will be required for the candidate to travel to our base in Derby a minimum of 1 day a week to stay connected to the team, and for team meetings and training as and when they occur.

About us.

Upbeat Communities was founded in response to the needs of refugees arriving in the UK and the stories they shared of their lives and their journeys. Through building relationships with those from refugee communities we were able to identify their needs and the best ways to respond.

One of the best resources a refugee can have to help them settle in their new home is a good social network. Relationships and connectedness can help overcome the many challenges faced by those seeking refuge. With this aim, we want to help connect refugees into community.

Our name reflects our vision to see thriving, positive communities where refugees can contribute and make the most of opportunities.

We greet new arrivals with our **Welcome Boxes** befriending project. We offer free **English classes** and **community activities** to help refugees (adults and children) integrate. We empower refugees to rebuild their lives through **Host Derby** (temporary accommodation), **mentoring** (careers guidance) and the **UK Refugee Resettlement Scheme**, which local authorities contract us to deliver. We also empower the local community through awareness raising.

Our organisational values, lived out by our staff and volunteers, are:

We work to **WELCOME**. We create **COMMUNITY**. We are inspired to act with **INTEGRITY**. We exist to **EMPOWER**. We are committed to **CREATIVITY**. We run on **RELATIONSHIPS**. We are proud to be **PROFESSIONAL**. We have **COMPASSION** at our core.

Upbeat Communities' Christian ethos is the motivation for starting and the basis for our values. Jesus's primary message was 'to love your neighbour as you love yourselves'. We seek to embody this by showing love and compassion to refugees who have been displaced by war, conflict, or persecution. Many of our team are Christians but we are eager to build a team that is representative of the diverse nationalities, faiths, and life experiences of the communities we work with.

Main duties and responsibilities:

Content creation

- Creating written and visual content for social media and our website.
- Finding useful resources, articles, and news to be shared on our website, blog and social media.

Social media and website

- Day-to-day management of Upbeat's social media accounts including creating and scheduling content, replying to messages, and interacting with followers.
- Updating the website with relevant images, statistics, and news.

Supporter stewardship

- Following Upbeat's donations process, ensure donors are thanked in an appropriate and timely manner, and that all communications are logged on to our database (Donorfy).
- Researching local fundraising or awareness-raising opportunities and events.

Other

- Working with Upbeat's Communications & Fundraising Officer on larger-scale fundraising campaigns throughout the year, as well as the communication of these campaigns.
- Making an active contribution to the overall work of Upbeat Communities through team meetings, staff training, awareness and fundraising events, and any other appropriate activities.

- Being committed to and working in accordance with Upbeat’s values and ethos, as well as adhering to all organisational policies and procedures.

Person Specification:

We are looking for an exceptional candidate who can demonstrate the following qualifications, experience and skills.

Qualifications & Experience

- Demonstrable experience of excellent use of the English language, particularly written.
- Experience of a wide range of communications, marketing, and media.
- Experience managing social media accounts.
- Evidence of past written work that can be presented on request.
- Experience of creative work e.g. graphic design, video editing or photography.
- Confidence writing lively, compelling copy.
- Experience of working collaboratively, especially in small teams.

Skills and attributes

- Compassionate and excited to have the opportunity to work alongside refugees.
- Team player who can work well in collaboration with others.
- Excellent use of the English language, with a keen eye for grammar, spelling, and structure.
- Creative.
- Comfortable in connecting and networking with a wide range of people using a broad variety of communication methods.
- Ability to speak about the needs, work, and vision of Upbeat Communities with passion, accuracy, and clarity.
- Well organised and able to manage and prioritise workloads.
- Strong understanding of technology and information systems relevant to the role (e.g. Microsoft 365, Donorfy, Mailchimp, Typeform, Squarespace and Meta Business Suite).
- Calm and consistent manner, able to demonstrate initiative, problem-solve and to work well under pressure.
- Excellent interpersonal skills. Diplomatic, articulate and the ability to forge good working relationships with colleagues.
- Proven ability to write succinct, intelligent, creative copy that can be used for fundraising and communications.
- Meticulous attention to detail.
- Understanding of cultural diversity and the ability to work with people from a range of different cultures.

Other:

- Knowledge of the needs of refugees and commitment to their support, wellbeing and empowerment.
- Commitment to Upbeat Communities’ Christian ethos and values.
- The right to work in the UK.

What we offer as an employer:

We think Upbeat Communities is a great place to work. Here's what we provide for our staff:

- 25 days holiday plus 8 Bank Holidays for full time staff (pro rata for part time staff).
- Flexible working to promote a good work / life balance.
- Opportunities for continued training and development.
- Annual team retreat to recharge, re-envision and build relationships across the team.
- Regular support and supervision.
- Competitive pension scheme (5% employer contribution matched by 5% employee contribution).