

JOB TITLE, LOCATION	COMMUNICATIONS COORDINATOR, HAMMERSMITH
SALARY AND BAND	BAND 5 – £33,657 - £34,362
ANNUAL LEAVE	27 DAYS PLUS 9 BANK HOLIDAYS FOR FULL-TIME HOURS
REPORTS TO	BRAND & COMMUNICATIONS MANAGER

About Maggie's

We provide free cancer support and information in our specially designed centres across the UK and online. Working alongside NHS hospitals, Maggie's centres are staffed by expert Cancer Support Specialists, Psychologists and Benefits Advisors, helping people to take back control when cancer turns life upside down. Visitors to our centres tell us the help we give them is life changing.

Our long-term ambition is to be there for everyone with cancer in the UK, at all 60 NHS cancer centre sites. We want to make sure that there is no-one living with cancer who can't get the expert psychological and information support that they so desperately need to live the best quality of life possible. The years to 2022 bring us over the halfway mark to achieving this goal.

About the role

You'll provide varied support to the Brand & Communications team and to the staff in our 24 centres across the UK by creating marketing ideas, coordinating print orders, proofreading reports, or building emails. This role requires someone who's highly organised with the flexibility to respond to new tasks when the need arises.

About you

We're looking for a diligent and self-starting Communications Coordinator. You'll be a proficient email marketer, comfortable using a range of Microsoft Office applications, and ideally have some experience using content management systems.

You'll succeed in this role if you have a proactive and collaborative approach and feel comfortable communicating with colleagues at all levels. You'll also need to be great at building relationships both in your immediate team, and the wider organisation.

Key responsibilities

- Manage the ordering, invoicing and distribution of print orders, for two offices and our 24 centres, while being a dedicated point person for our printing provider
- Manage our content management system day-to-day, onboarding new users, updating content where required and ensuring storage and usage falls within relevant data protection laws
- Design, build, refine and send high-quality and targeted email communications to our supporters, through our mass email platform, dotdigital
- Gather content for, build and send our staff newsletter, gaining insights from your colleagues to understand their information needs, and thinking creatively about how to meet them
- Report on email marketing performance to senior colleagues, and using this data to generate learning and recommendations, whilst keeping abreast of sector and wider trends and research
- Support the Brand & Communications Manager to manage and assign incoming briefs to the team, keeping the workflow planner updated and liaising with internal stakeholders and external suppliers
- Support senior colleagues prepare presentations, minute taking and ad hoc queries
- Process printing and marketing invoices and reconcile credit card statements.
- Some UK travel is required for this post.

Essential skills and experience

- Strong communication skills and ability to build good working relationships
- Excellent admin, IT, and organisational skills, including MS Word, Excel, PowerPoint, Teams and SharePoint
- Strong attention to detail, taking pride in producing high-quality work
- Good sense of initiative, while open to learning and developing
- Positive attitude and approach to problem solving
- Excellent organisation skills
- Confident in managing your own workload; working independently, and as part of a team.