



Communications Manager

Job Pack – April 2026





We're getting to grips with guts. Will you join us?

Thank you for your interest in joining our team at Guts UK.

Guts UK is committed to a world where **digestive conditions are better understood, better treated and everyone who lives with one gets the support they need.** Too many people are suffering or dying in silence or alone. They don't know where to turn for information or support, diagnosis takes too long for many, and treatment can often come too late.

We are the national charity for the digestive system and the only UK charity funding research into the whole digestive system. We raise vital awareness of digestive conditions and symptoms, fund life-changing research, and provide expert information and support to people when they need it most. We are informed by evidence and expertise, our community, and the patient voice.

In early 2025 we launched our new five-year strategy, and we have big ambitions for the future. We are seeking a **Communications Manager** who shares our passion for helping the UK get to grips with guts; someone whose skills, expertise and dedication to our cause can help us reach and support even more people.

This is a very exciting time to be joining Guts UK. We look forward to hearing from you.

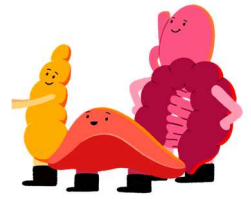


Suzanne Hudson, Chief Executive

Who is Guts UK Charity?

Guts UK is the charity for the digestive system

People are suffering. People are dying.
All because of a lack of knowledge about our guts.



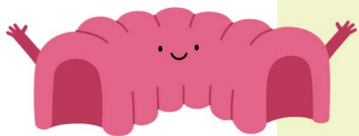
Guts UK is the only charity that covers the whole digestive system. We work actively and collaboratively with other charities across the UK. However, with our own limited resources, we choose to focus particularly on the conditions that have no other specific charity or voice - conditions that are underserved, such as pancreatitis, diverticular disease, irritable bowel syndrome (IBS), childhood gut and liver disease, and digestive cancers.

Our vision is a world where digestive conditions are better understood, better treated and everyone who lives with one gets the support they need.

Our mission is to improve the lives of the millions of people affected by digestive conditions.

We deliver this through **three objectives:**

Providing expert information: when armed with the right information, patients can take control of their health and make informed decisions. We provide evidence-based information and guidance to patients, carers and health care professionals.



Raising public awareness: Research shows that 58% of people are embarrassed to talk about their digestive conditions or symptoms. We run campaigns and events to spread awareness and education to empower people to speak up and seek help.

Funding and driving research: We fund awards, grants, prizes and fellowships into the entire digestive system. We involve our patient panel in all our research decisions and in our work on policy, pathways and treatments, and we run Priority Setting Partnerships to ensure research is focused in the areas that will drive the most difference.



Being part of our team



Pay and progression

- We benchmark our salaries and review annually.
- We are committed to training and development for all team members and have a budget to support external training and conferences dependent on need.
- We have a performance management process which includes development planning designed to support our employees.

Location and flexible working

- We have offices in London and Huddersfield which are easily accessible by road or public transport. We support hybrid working but attendance in one of the offices is required one day per week. If you are interested in the role and have queries about office-base requirements, please contact us to discuss.
- Home working is fully supported, and necessary adjustments can be made as needed.
- As a small national charity, it is important for us to get together in person as a team. Travel and overnight stays are required for team and other days, with expenses and travel costs met by the charity.
- As a small team, we share the responsibility of representing Guts UK at events and conferences. Again, travel and expenses will be met for authorised work activities.

Benefits and wellbeing

- We offer 27 days annual leave each year (calculated pro-rate for part-time employees), with an additional three days off at Christmas and two at Easter.
- Our Employee Assistance Programme provides mental health support, remote GP access, physio and personal training, and legal and financial support, alongside savings, discounts, wellbeing training and courses. These free services are available to you, and subject to eligibility criteria, family members.
- Income protection and a Group Personal Pension plan (5% employer contribution).
- We pride ourselves on the health and wellbeing support for our team, a few of whom live with health conditions and have agreed reasonable adjustments to support them in their roles.

Communications Manager - Overview

Hours:	Full time, 37.5 hours per week
Salary:	£36,000 - £40,000 (plus £2,000 London weighting where applicable)
Reports to:	Senior Communications Manager
Location:	London (NW1) or Huddersfield (HD1). We are open to flexible working arrangements but attendance in one of our offices is required one day per week.

About the role

As Communications Manager at Guts UK, you'll champion our charity's work and brand. You'll play a pivotal role in our charity, delivering our communications, awareness and public education activity and providing communications support across other key areas of our work, including information, research and fundraising.

You'll have strong leadership skills, be an excellent communicator, and will have a curiosity for keeping up to date with trends and sector developments.

Our ideal candidate will:

- Be a brave and bold communicator who values collaboration and connection, matching our values as a charity.
- Be a skilled and experienced leader who can support our small and talented team to elevate our communications, campaigns and content to the next level.
- Be experienced in delivering comprehensive communications and campaigns from start to finish.
- Have a natural flare for transforming complex messages into engaging, easy to understand content suitable for different audiences.
- Have a desire for telling compelling stories that amplify the voices of people affected by digestive conditions across the UK.
- Be comfortable working with members of our community, helping to share their experiences with understanding and compassion.
- Be friendly and approachable and will enjoy working creatively and collaboratively within a small team, as well as with external stakeholders.

It goes without saying that you must be able to demonstrate empathy with our cause in your daily work, however, the ideal candidate to join our team is one who has a genuine interest in digestive health or connection to our area of work.

What you can expect from this role:

You'll be working in a team of five to champion our cause, raise vital awareness of

our work, and increase public knowledge and education around digestive health.

We can truly say that no two days will be the same. You'll work closely with teams across the charity to increase visibility of our information and support services including our Helpline, deliver educational events and webinars for the public, and shine a spotlight on our research, grants and awards and our public and patient involvement and engagement (PPIE) work. You'll help to strengthen our brand visibility and recognition as the national charity for the digestive system.

You'll help us to grow and extend our reach, with demonstrable experience planning, creating and delivering high quality, engaging and informative communications, campaigns and content across multiple channels including website, email, social media and print.

Job summary:

The key responsibilities of the Communications Manager will be to:

- Support the Senior Communications Manager to oversee all communications and marketing activity for the charity.
- Support the Senior Communications Manager to deliver the Communications Strategy and relevant operational plans for Guts UK.
- Plan, deliver and evaluate Guts UK-owned public awareness campaigns.
- Plan and deliver online and in-person public education and awareness events for the charity.
- Plan, create and deliver communications for the charity, developing engaging, informative and creative copy and content across our channels, including website, social media, email, magazine, reports and more.
- Oversee and create email content for various audiences, evaluate engagement and explore ways to grow our audience, segment audiences and communicate to them more effectively, and improve the support journey.
- Support the ongoing development and management of Guts UK's website, maintaining and optimising the site with regular updates and the creation of new content, and working alongside website development providers and digital agencies where needed.
- Support the Fundraising team with the delivery of fundraising campaigns and activity, maximizing opportunities to generate income across our channels.
- Support the Communications team with media enquiries and identifying opportunities to proactively secure press coverage on a regional and national scale.
- Regularly monitor, evaluate and report on our performance across channels and campaigns to measure success and use data and insights to make improvements, making recommendations to increase our reach and impact.
- Build and maintain good relationships with our partners and identify opportunities for collaboration.
- Provide colleagues with advice, guidance and support with communications requests, and keep the team up to date with recent campaigns, activities

and news.

- Watch, listen and learn from our community: develop strong relationships with people affected by digestive conditions and symptoms, work collaboratively with them to amplify their voices and experiences, inspire them to get involved and support our mission, and ensure that we are representing them through our work.
- Develop and maintain good relationships with external agencies and suppliers.
- Ensure the wider Guts UK team adheres to our brand guidelines, including use of language, tone of voice, logos and assets.
- Represent Guts UK at public events where needed.
- Contribute to the wider work and growth of Guts UK as a charity.

Person specification:

Experience, knowledge and skills

Previous experience in a communications, marketing or digital role at a senior level is essential. Experience within the charity sector is desirable but not an essential requirement.

- Able to effectively plan and deliver engaging, informative and accessible multifaceted communications and campaigns from start to finish.
- Able to create and edit high-quality copy for different channels and audiences, translating complex messages or professional content or terminology into understandable, audience-friendly content.
- Able to create exciting and creative content in different formats.
- Experience using content management systems, such as WordPress.
- Experience using a social media scheduling tools, such as Hootsuite.
- Experience using design tools, such as Canva.
- Experience using GA4 and Google Tag Manager.
- Knowledge and experience of SEO.
- Knowledge and understanding of GDPR legislation.
- Knowledge of Microsoft Office 365 and Microsoft Teams.
- Able to prioritise tasks and independently manage your own workload.
- Able to use your initiative and work autonomously within your role.
- Able to work collaboratively with the Communications team and the wider charity team.
- Strong time management skills and an ability to work on multiple projects at one time.
- Excellent interpersonal skills with an exceptional ability to display empathy and compassion.
- Able to develop and maintain positive working relationships with internal and external stakeholders.
- Able to work flexibly and occasionally work unsocial hours on evenings and weekends, to meet the needs of the charity.
- Able to occasionally travel between Guts UK's London and Huddersfield offices, as well as other locations across the UK for events, conferences and meetings.

Notes

- Equity, diversity and inclusion (EDI) is integral to all we do, not only for all in our Guts community, but also for our staff and volunteers. The team at Guts UK reflects and understands the experience of and the communities we serve.
- Guts UK is an equal opportunity employer. We welcome applications from people with disabilities and from minority groups.
- If you have a disability which means you are unable to meet some of the job requirements, specifically, because of your disability, please address this in your application. If you meet all the other criteria, you will be shortlisted, and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.
- You must be eligible to work in the UK at the time of application. If you are invited to interview, you will be asked to bring the original documentation that proves your right to work in the UK.
- The purpose of this job description is to focus attention on the most important aspects of the jobholder's role. It is not intended to be a complete list of the duties, therefore, it is to be expected that the day-to-day performance of the job will include tasks not listed above. The list of duties for which the jobholder is responsible may reasonably be varied or added to at the discretion of the charity.

How to apply

Hopefully you are inspired to apply for this role and will join us in helping the UK to get to grips with guts. If there is anything else you want to know about the role or our charity that hasn't been covered, please email Jade Keay, Senior Communications Manager, at jkeay@gutscharity.org.uk.

- The closing date for applications for this role **Sunday 3rd May at 5pm**.
- All applications should be submitted online through **CharityJob**. We request a CV and a cover letter explaining your skills, experiences and what you will bring to the role. Please include the office base you would like to work from. CVs will not be accepted without a cover letter.
- If you anticipate having problems using CharityJob, please contact us at info@gutscharity.org.uk or on 0207 486 0341. Please be aware that applications will not be accepted through alternative means without prior discussion.

Interviews will be scheduled for the week commencing 11th May and will take place in our Huddersfield and London offices.

If you have a disability or health condition and wish to request reasonable adjustments at any stage of the recruitment process, please contact info@gutscharity.org.uk.