



Communications Officer Job Description

Job title: Communications Officer

Location: FLEX office, Vauxhall, London – currently operating flexible hybrid working with a mixture of in-person and remote working.

Salary: £34,840 per annum, pro rata, subject to deductions for ta and national insurance contributions as required by law.

Hours: 4 days per week (30 hours)

Contract: Permanent

Reports to: Director of Operations

Benefits

- 25 days annual leave plus bank holidays (pro rata)
- Additional paid leave over the end-of-year holiday period
- Enhanced maternity, adoption and paternity pay
- Occupational sick pay
- Employee Assistance Programme, including counselling support
- Professional development and training opportunities
- Pension contribution scheme with incremental employer contributions

About FLEX

Focus on Labour Exploitation (FLEX) is a research, policy and practice organisation working towards an end to labour exploitation. FLEX seeks to achieve this vision through the prevention of labour abuses, protection of the rights of those affected or at risk of exploitation and by promoting best practice responses to labour exploitation through research and evidence-based advocacy. FLEX is a small organisation that packs a big punch in terms of policy change and influencing.

About the Role

As Communications Officer, you will play a central role in delivering FLEX's communications strategy and ensuring communications activity supports the organisation's strategic objectives. Working closely with colleagues across the organisation and with external stakeholders, you will develop engaging content, manage digital communications channels, strengthen the organisation's profile, and support media and stakeholder engagement.

The role requires a proactive and organised communicator with strong writing, digital and project management skills who can adapt content for different audiences and platforms.

Key Responsibilities

Content Creation

- Lead the delivery of FLEX's communications strategy and ensure communications activity aligns with organisational priorities.
- Produce high-quality assets including blogs, newsletters, policy briefings, video scripts and case studies.
- Produce visual and multimedia content using design platforms such as InDesign or Canva.
- Develop audience-focused messaging and identify new and effective ways to communicate FLEX's work and impact.

Social Media and Digital Engagement

- Manage and maintain FLEX's website (Wordpress), ensuring content remains accurate, accessible and up to date.
- Day to day management of FLEX's social media accounts, including monitoring, scheduling, and creating engaging posts
- Track, analyse and report on communications performance across digital platforms.
- Conduct media and digital monitoring to identify emerging issues, trends and engagement opportunities.
- Support audience growth and engagement through digital communications planning and targeted outreach.

Branding and Internal Communications

- Act as FLEX's brand guardian by ensuring that all messaging and visual assets adhere to brand guidelines, tone of voice and quality standards.
- Work collaboratively with colleagues across the organisation to coordinate communications activity and maintain a communications schedule.
- Support strategic communications planning for organisational priorities.

Media Relations and External Engagement

- Act as a first point of contact for media enquiries in line with FLEX's press protocols.
- Liaise with external partners, stakeholders and contractors on communications-related activity.
- Coordinate the dissemination of FLEX reports and briefings.
- Provide background briefings and coordinate responses to press enquiries with relevant team members.
- Maintain confidentiality in line with Data Protection laws.
- Represent FLEX at external meetings, events and networks where appropriate.

Project Management and Reporting

- Plan, coordinate and deliver communications projects and activities against agreed objectives and deadlines.
- Manage relevant communications budgets and resources effectively.
- Implement monitoring and evaluation processes for communications activity.
- Produce reports on communications performance, learning and impact
- Support fundraising activity through contributing to donor reports and funding applications where relevant.

Other Duties

- Undertake additional duties relevant to the role as agreed with the line manager.
- Commitment to EDI and FLEX values
- Attend internal team meetings
- Participate in training relevant to the role
- Adhere to FLEX's organisational policies

Person Specification	Assessment stage		
	Application Form	Interview	Exercise (same day as interview)
Essential experience and knowledge:			
1. At least 2-years' experience working in a communications role.	✓		
2. Experience developing organisational-wide communications strategies including audience mapping.	✓	✓	
3. Experience managing social media channels and websites (ideally Wordpress)		✓	
4. Experience responding to press enquiries.		✓	
5. Experience monitoring, evaluating and reporting on the impact of communications.		✓	
6. Experience managing external contractors and/or volunteers		✓	
7. Understanding of data protection and other relevant laws, practices (e.g. libel, copyright).	✓	✓	
8. Experience of increasing organisational visibility and growing target audiences through effective communications outputs.	✓	✓	✓
9. Knowledge of how to reach different audiences through a range of channels.	✓	✓	✓
Skills and abilities:			
10. Good project management, planning and organisational skills, including the ability to work to multiple deadlines.	✓	✓	
11. Excellent written and oral communication and influencing skills, including writing for different audiences e.g. website articles, storytelling and case studies.	✓	✓	✓
12. Excellent IT skills with sound knowledge of Google, Microsoft Office and social media platforms.	✓		
13. Good understanding of and strong belief in FLEX's core mission and values, including a commitment to EDI.		✓	✓
14. Effective collaboration skills across teams.		✓	
Desirable:			
15. Experience engaging people with lived experience in communications work.	✓		
16. Experience designing high quality assets.	✓		
17. Experience working for a small charity.	✓		