

ZARACH JOB DESCRIPTION

COMMUNICATIONS OFFICER

April 2026

KEY INFORMATION

Salary	Starting from £26,000 with progression up to £30,000 p/a (FTE)
Hours	21 hours per week (0.6 FTE) Some evening and weekend work required
Reporting to	Head of Communications
Holidays	28 days, plus Bank Holidays (pro-rated for part-time work)
Location	Hybrid role based between the Leeds warehouse and home, with at least one day per week at the warehouse. Some travel to other locations as required.

MAIN AIMS OF THE ROLE

- Champion and demonstrate a commitment to the pursuit of Zarach's social mission and values.
- To provide high quality service to all stakeholders that includes Zarach staff and trustee team, volunteers, third party suppliers and donors and beneficiaries.
- To support the development and delivery of an internal communications plan across the staff and volunteer teams that helps people feel continually engaged, updated and proud of both their work and that of the Zarach team.

- To support the delivery of an external communications plan that engages Zarach's supporters, external audiences and stakeholders in being part of our movement to achieve our mission.

KEY DUTIES AND RESPONSIBILITIES

GENERAL COMMUNICATIONS:

- Ensure that all communications are in line with the agreed branding guidelines, helping develop any required resources, such as document or slide templates, for team use to deliver this alignment.
- Create engaging and inspiring content for Zarach's social channels, monitor social media activity, track impact, and analyse performance across all platforms used, while supporting the production of regular reports, including recommendations, on the effectiveness and continual improvement of communication efforts.
- Ensure that all communications meet any regulatory and reputationally protecting requirements. This includes but is not limited to- compliance with Data Protection and/or fact-checking and source verification.

INTERNAL COMMUNICATIONS:

- Produce and distribute internal newsletters, bulletins, and charity-wide announcements in line with agreed schedules.
- Support in the collation of information, such as success metrics and ROI, for the production of reports or other such documents that assist Zarach's leadership and trustee teams in their work.

EXTERNAL COMMUNICATIONS:

- Manage Zarach's social media accounts ensuring timely and relevant updates in line with cross-channel appeals and agreed schedules.
- Work with the Head of Communications to develop and deliver communications plans to support the work of the Fundraising to help generate the income and resources we require to do our work.

CONTENT CREATION AND MANAGEMENT:

- In line with agreed internal and external communications plans, create and/or support in the creation of high-quality video, photographic and written copy, to promote Zarach's mission and initiatives.
- Support the creation of content for an agreed range of documents for Zarach's supporters and stakeholders, including marketing brochures, reports and presentations.
- When requested, edit and proof-read materials to ensure clarity, consistency, and adherence to Zarach's tone and style guidelines.

GENERAL

- To be a champion and ambassador of the mission and values of Zarach in all aspects of work and in all interactions with Zarach stakeholders.
- Attend a quarterly (or other agreed frequency) 1-1 meeting and annual appraisal with your line manager to support you in fulfilling your duties and responsibilities and in reviewing your progress against set objectives.

- Attend required meetings (internally and externally) that support the development of Zarach, its team, ways of working and relationships with stakeholders.
- Identify and attend training that will support you in fulfilling your duties and responsibilities and professional development and in ensuring that Zarach meets legal and best practice standards.
- Follow all Zarach policies and procedures and terms of your contract.
- Undertake any other reasonable duties that supports the fulfilment of the main aims of this post and the ongoing development of Zarach.
- Manage any budgets assigned to you.