



Communications Officer

March 2024

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About Us: Ovacome Background

Ovacome was founded by Sarah Dickinson in 1996. Sarah found it extremely difficult to find any information after she was diagnosed with ovarian cancer and during her treatment. She was determined other people should not have to experience what she had, and so she created a community of those affected by ovarian cancer. Sarah wanted others to be able to access clear, reliable information and support. The work we do today still reflects her vision.

Ovacome exists to support those diagnosed and their families through providing dedicated help and information. We have an active membership of over 5,000 people and provide direct support to over 6,200 people through our support line and events every year. Nearly 80,000 people access our expert information materials annually. We also work actively to identify and address health inequalities. We have clearly identified groups that face barriers to diagnosis, treatment and support, we work in partnership with other organisations and policy makers to improve the situation for underserved members of our community and we lead the sector in doing so. Ovacome also works to help the public and health professionals to recognise the signs and symptoms of ovarian cancer. We run a highly successful UK Survivors Teaching Students programme, giving presentations, and educating student clinicians on the symptoms and experiences of women with ovarian cancer. Our successful programme of training for Gynaecology Oncology specialists gives them the patient perspective and lived experience of patients from underserved groups and provides solutions and action plans to create equity.

We produce a magazine three times a year which contains up to date information on medical developments and we provide clinically approved information booklets on our website and in print form.

Ovacome is providing an increasing amount of support in many different ways, including;

- Via our telephone support line, email, text, instant chat and social media channels.
- Regular face to face and Zoom support groups.
- A popular online forum.
- Specialised support events online and face-to-face.

We're looking for someone who is passionate about ensuring that those affected by ovarian cancer receive timely and accurate information through a person-centered approach.

You must have experience in content creation and production across a variety of communications channels. You must also be committed to reducing barriers to access for underserved communities, ensuring inclusion of every person affected by, or at risk of ovarian cancer within our communications outputs and service provision.

Role Description

Ovacome Communications Officer

Reporting to Communications and Engagement Manager

Contract type: Permanent

Pay scale: £23,010 – £29,990 depending on experience (FTE).

Hours: Between 28 hours per week (Part Time) to 35 hours per week (Full Time) with flexibility around core operational hours. We would consider a job share.

Location: London (EC1Y 8RT) or West Midlands (Dudley) office. Homeworking available if you have an appropriate working space where confidentiality can be assured and you are within a two hour travel radius of London. There are monthly meetings in London and occasional travel across the UK required.

We welcome applications from those with a caring or parenting role and to consider flexible or part-time working to accommodate the right candidate. Both external and internal supervision will be given to the successful candidate, as well as a training budget.

The key aims of this role will be to:

- Grow engagement with Ovacome's audiences through the creation of content that represents the voice of the ovarian cancer community, with a particular focus on copywriting.
- Secure media coverage for our fundraisers and event promotion in local communities.
- Support the project management of communication campaigns focusing on Ovacome's key underserved populations.

Your Responsibilities

Communications and content

- You will work together with the Media and Digital Communications Officer to create high quality content across all of Ovacome's communications channels, including social media, website, email and magazine.
- You will write copy and conceptualise engaging visual/video assets for these channels. Where our Media and Digital Communications Officer will be leading on the graphic design/video editing of the content and the strategic direction of Ovacome's channels, you will hold joint responsibility for the research, planning and curation of this content across our channels.
- Your copywriting will be insight-driven and will always consider your target audience.
- You will ensure that Ovacome's communications demonstrate our commitment to tackling inequity in accessing diagnosis, support and care for those affected by ovarian cancer.

Storytelling and case study collection

- Following a framework set by the Communications and Engagement Manager, you will build strong and trusting professional relationships with members of the Ovacome community to collect stories and case studies that are reflective of the experience of the ovarian cancer community. You will ensure we are able to amplify the diverse voices of the community in our communication campaigns, writing case studies, and interviewing members for video and audio content.

- You will show attention to detail in the storage of storyteller's data, assets and their consent forms, following Ovacome processes and data protection regulations.
- You will undertake regular external and internal supervision and follow the guidelines and principles of working with people who are sometimes vulnerable. You will follow safeguarding good practice and undertake additional training as required for this role.
- You will build relationships with partner organisations, enabling us to further share our content and increase our digital footprint.

Press

- You will secure media coverage for activity relating to fundraising, and event promotion, liaising with external media agencies and press contacts to produce editorial and advertorial content.
- You will report back on coverage secured and make recommendations for future activity.

Health equity, accessibility and inclusion

- You will be a champion for accessibility and inclusion across all of our communications channels.
- You will keep up to date with best practice and seeking ways in which to make our communications more accessible, working towards our key aims of reducing barriers to accessing diagnosis, treatment, information and support for our community; specifically for those who are underserved.
- You will coordinate communication campaigns related to health equality, ensuring that all communication activity is delivered on time and within budget.
- You will work collaboratively across the staff team to ensure that our content is factually accurate and timely and supports the other work of the organisation.

Other communications tasks

As a member of the communications team, you will:

- Play an active part in the planning of the annual calendar of content across all communication channels, including the support of colleagues working across fundraising, support and information in their objectives to raise income and reach people affected by ovarian cancer.
- Regularly report on your activities.

Keep up to date with and share communications best practice.

Other responsibilities

- You will assist with the delivery of Ovacome's online events and will also occasionally attend and assist with the delivery of face-to-face events across the UK, where you will meet members, and carry out communications-specific actions.
- You will on occasion represent Ovacome at external events.
- You will keep full, accurate, contemporaneous records of your work with members following Ovacome policies and procedures, including confidentiality and data protection. You will maintain and update records on the Ovacome database.

Person Specification

You should be able to demonstrate and provide evidence of your ability to meet the criteria listed. These will be tested further at the interview stage.

	Essential	Desirable
Compassionate, empathetic and non-judgemental approach to all service users.	✓	
Excellent self-management skills to limit stress and maintain work-life balance.	✓	
Experience of writing content for a variety of channels including social media, website and print.	✓	
Demonstrable understanding of how to craft and pitch stories to a variety of media outlets.	✓	
Experience of sourcing, recruiting, interviewing and the appropriate after care of individuals willing to share their story across social media channels.	✓	

Demonstrable understanding of consent and relevant data protection regulation.	✓	
Excellent written and verbal communication skills, an approachable demeanour, and the ability to collaborate effectively with internal and external partners.	✓	
Ability to translate complex information into Plain English.	✓	
Excellent editing and proofreading skills.	✓	
Ability to evaluate, monitor and report on communications activities and impact.	✓	
A fast learner who is able to familiarise themselves with new technologies and softwares in a short space of time.	✓	
Proficiency in the Microsoft Office Suite.	✓	
Commitment to reducing barriers to service access for underserved people.	✓	
Self-motivated and pro-active, with the ability to work as part of a team. This will be a very collaborative role across the organisation and you will be working with our Media & Digital Comms Officer on a daily basis - so the ability to collaborate effectively and move projects forward as part of a team is essential.	✓	
Willing to travel within the UK and work occasional out-of- hours (weekends, outside 9am-5pm – time off in lieu will be given).	✓	
Commitment to maintaining continued professional development.	✓	
Experience of project coordination and online tools such as Monday.com.		✓
An understanding of the charity sector and communications trends within the sector.		✓
Experience of delivering communications to a vulnerable client group.		✓
Experience using graphic design tools such as Adobe InDesign, Illustrator and/or video editing tools such as Premiere Pro to a professional standard.		✓
Strong working knowledge of video conferencing platforms including Zoom and Microsoft Teams.		✓
Able to condense and explain medical terms or complex information into understandable short form explanations in a variety of media.		✓
Accessibility knowledge - experience identifying and reducing barriers that might prevent people from interacting with content and/or services.		✓
Experience using website content management systems.		✓
Proficiency using CRM databases such as Raiser's Edge.		✓

How To Apply

For further details, or for any questions, please contact Elisa Mountain on 0207 299 6654.

To apply: please send your CV and a supporting statement (of no more than two sides of A4) clearly outlining why you are interested in the role and how you meet the person specification to ovacome@ovacome.org.uk

Closing Date for applications: Monday 15th April



We advise you to submit your application as soon as possible. We will be interviewing on a rolling basis and will close recruitment as soon as we find the appropriate candidate.

There will be a two-stage interview process. The first stage of interviews will be a 30 minute, fairly informal interview on Zoom or Teams. The second stage of interviews will be up to one hour formal interview (online or face to face), during which there may be a presentation or a written task to complete and present. Both interviews can be arranged at a mutually convenient time.