

Job title: Content & Creative Manager Dept: Communications
Reports to: CEO
Contract type: Full-time Permanent
Location: Remote
Salary: £34-38,000 depending on experience
Working hours: Full time – 40 hours per week, flexible working hours available on request

About Us

Care4Calais is a volunteer-based charity, providing essential aid and support for refugees in France and the UK.

In northern France, we operate year-round from Calais, providing warm clothing, bedding, and assistance to refugees living in appalling and dangerous conditions.

Across the UK, we collect and distribute clothes, shoes, mobile phones and other essential items, as well as providing social support and interaction, including language lessons, sport and music workshops. We also help with vital access to legal, medical and educational services.

The Communications Department exists to amplify the experience of refugees and people seeking asylum, to advocate for a fairer system and society, and to support fundraising efforts.

About the Role

Responsibilities

- Creation of content across all social media channels - FB, Instagram, X, TikTok, YouTube, Threads, LinkedIn.
- Creation and maintenance of marketing assets - weekly supporter emails, online adverts.
- Creation of reports/ investigations into special projects.
- Maintenance of image library.
- Recruit and manage team of volunteer writers & content contributors.
- Write and maintain copy for website.
- Interview clients and volunteers.
- Ad hoc site visits in UK and Calais.
- Keep relevant records up to date to allow for quick and effective retrieval.
- Attend and contribute meaningfully to team meetings.
- Develop and maintain a network of key contacts within relevant groups and other NGOs focused on the support of refugees and people seeking asylum.
- Attend relevant external meetings representing the organisation as needed, ensuring knowledge and learning is shared across the department.
- Ensure any safeguarding concerns are identified and responded to appropriately.
- Complete relevant external training required for you to undertake the role.

Person Specification

Essential Criteria

- Excellent written and verbal communication skills.
- Knowledge of social media platforms and analytics.
- Knowledge of Canva and MailChimp.

- Ability to interview, and work sensitively and effectively with, a diverse range of clients, demonstrating cultural competence, respect and compassion.
- Meticulous attention to detail, ensuring accuracy of output and record keeping.
- Proactive and self-motivated, with the ability to take initiative.
- Proven dedication to social justice, with a clear understanding of the challenges faced by vulnerable populations
- Experience in efficiently managing high volume of work while maintaining a high standard of care and attention.
- Demonstrated ability to balance competing priorities effectively.
- Resilience in the face of challenging and emotionally demanding situations, with a positive and solution-oriented mindset.

Desirable Criteria

- Experience of brand management.
- Experience of fundraising.
- Proficiency in one or more of the languages spoken within asylum seeking communities.

Care4Calais is dedicated to cultivating a diverse and inclusive work environment and recognises that this is invaluable to our ability to serve the communities we support.

We therefore welcome and encourage applications from diverse backgrounds, including from Black, Asian and Minority-Ethnic communities, people from refugee and migrant backgrounds, and people with lived experience of the UK immigration system. If you have any questions about this or need additional support with the application process for any reason, please contact admin@care4calais.org.

The successful applicant will be provided with the induction and training needed for them to succeed in the role.