

JUSTICE

Engagement and Communications Officer

Salary: circa £40,000 per annum | Permanent | Full time (flexible available)

London/hybrid | Great benefits | Important purpose | Inclusive culture

Candidate pack

Deadline: 11pm, Sunday 19 May 2024



'To create a UK justice system that is fair, accessible and respects the rights of all'

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ABOUT JUSTICE

JUSTICE is a law reform charity working to build a fairer UK justice system within everyone's reach.

Over our 67-year history we have transformed the legal landscape for the better, led by evidence, expertise, and a focus on practical solutions.

We are the only non-governmental organisation whose work spans the whole of the UK justice system - from family and housing law to policing, benefits decision making, and much more – touching the lives of people across the country.

Key legal bodies we now take for granted such as the Ombudsman, the Crown Prosecution Service, and the Criminal Injuries Compensation Board were all proposed and supported into being by JUSTICE.

OUR VALUES

We are united under a common purpose, which defines 'why' we do the work we do. We share a set of values developed by the team, for those who work for and support JUSTICE and those we serve. Our values explain 'how' we do our work.

Inclusive

Our approach is to be open and we prioritise meaningful collaboration and learning. We seek a wide range of views, perspectives and expertise when conducting our work, ensuring the voice of those with lived experience and user need is loud and clear.

We believe listening and empathy are critical to good policymaking and that empowering users to access justice is instrumental to our work.

OUR PURPOSE

'To create a UK justice system that is fair, accessible and respects the rights of all'

Our work aims at making, practical, realistic, and timely changes, addressing some of the most urgent issues facing the United Kingdom's legal framework.

We use our voice to influence and improve policies and practice, while not being afraid to scrutinise and challenge developments in the justice system that threaten the country's adherence to human rights and the rule of law.

For more than 65 years our pioneering work and pragmatic approach has supported reform of the UK justice system. We pursue reform that stands a reasonable chance of implementation within the existing financial and political climate. But we also speak up when there is an acute threat to the rule of law or fairness within the system.

Integrity

We are trustworthy and evidence based. We work transparently and with intellectual rigour. We speak out with expertise and courage when appropriate.

Independent

We prize our objectivity and impartiality. We cherish evidence, data and analysis to problem solve. We are pragmatic and considered in our approach. This enables us to influence and hold key decision-makers to account.

Innovative

We're not afraid of thinking differently and challenging the status quo when it is not working. We strive to be forward looking, anticipatory and to set the agenda for reform of the justice system.

OUR WORK

To create a UK justice system that is fair, accessible and respects the rights of all, JUSTICE:

- Carries out research and analysis to generate, develop and evaluate ideas for law reform. In doing so, we draw on evidence, experience and expertise from the UK and across the world;
- Promotes a better understanding of the fair administration of justice - including briefing on legislation going through Parliament - among legislators, decision-makers and public servants;
- Brings people together to learn and to discuss and debate critical issues about the justice system and its role in the constitution; and
- Intervenes in superior domestic and international courts, sharing our research, analysis and arguments with courts to support their work and promote strong and effective legal judgments.

OUR FOCUS

Our primary focus is on overcoming institutional and procedural barriers to access to justice and fairness for people using the system.

We put their experiences at the heart of our work, and we recognise that

many aspects of the existing structure and practises within the justice system compound exclusion for disadvantaged people.

ACROSS ALL OUR WORK WE ADDRESS:

- Institutional weakness: considering ways to strengthen the operation of key institutions and frameworks in the justice system, testing them for fairness, accessibility and efficiency.
- Procedural deficiency: identifying and challenging unfair, inaccessible and inefficient legal procedures. We will examine the potential of technology and innovation in delivering justice – including alternatives to traditional justice processes – and consider its emerging impact on the system.
- Biases in the justice system: exploring and confronting the ways in which the justice system adversely treats and impacts upon individuals and groups based on their status and/or protected characteristics including race, gender, disability and/or socio-economic status.

OUR PEOPLE

JUSTICE has around 18 staff who are hugely committed. They work collaboratively across policy, fundraising, communications, membership, administration and governance to help us achieve our vision.

Our work is overseen by the Board of Trustees and is led by our Chair, **Peter Binning**, who is one of the country's leading white collar crime practitioners.

We also have a Council, led by our President, **Baroness Helena Kennedy of the Shaws KC** and Vice Presidents **Dominic Grieve KC** and **Baroness Sarah Ludford**, who support our work, their expertise and insight into the justice system, provide us with a hugely valuable sounding board, helping to shape our work.

JUSTICE is assisted by a considerable amount of volunteer and pro bono support each year from a range of people who join our working parties, help with research projects and co-host events with us, all of which ensures our work has expert input and broad reach.

You can read more about our work [here](#).

"A lack of equality, fairness, and equity means our justice system is broken. It may profess to bring fairness for some but there is a lot of unfairness to others.

JUSTICE is committed to pushing for systematic change and putting users' interests at the heart of the system.

All lawyers should be proud to be a member of it."

Professor Leslie Thomas KC

ABOUT THE ROLE

The Engagement and Communications Officer will work to maximise income and support for JUSTICE through events (approximately 45% of the role), communications (approximately 30% of the role) and membership (approximately 25% of the role). They will report to the Director of Development and Head of Communications.

The Engagement and Communications Officer will be responsible for the day-to-day delivery of our events programme, working closely with the wider JUSTICE team, including the Senior Management Team (SMT).

The postholder will work closely with our members to ensure that our membership offer is attractive, that membership grows, that members are informed about our work and that we are responsive to their needs.

Integral to our work, including our membership and donor programmes, is the way we communicate and deliver our events programme. The Engagement and Communications Officer will also help to develop and coordinate JUSTICE's communications, marketing and promotion appeals, working closely with the Head of Communications.

Postholder responsibilities will include the day-to-day running of JUSTICE's website and social media accounts, maintaining relationships with the press, leading on our newsletters and other printed material, and supporting the Head of Communications with annual reports.

We want someone who can learn and grow in this role so if you don't have every skill listed but are organised, motivated, and interested in our work then we want to hear from you.

KEY DETAILS

Job title	Engagement and Communications Officer
Salary	Circa £40,000 per annum
Hours	Full time (35 hours per week) Flexible working available, including compressed hours
Location	London (WC1) with some remote/hybrid working. JUSTICE is currently based in Holborn but we will be moving in the summer to an office close to St Paul's)
Reporting to	Director of Development
Start date	ASAP
Benefits include:	<ul style="list-style-type: none">• 35-hour working week with flexible working available.• 27 days' holiday plus bank holidays, plus time off between Christmas and New Year.• Generous pension scheme (8% employer contribution, rising to 10.5% after 2 years).• Annual salary review (measured against inflation)• Employee Assistance Programme• Headspace subscription• Working with a lovely, diverse group of people who care about the justice system and access to it!

JOB DESCRIPTION

Events:

- Under the supervision of the Director of Development, plan for and deliver high quality, lucrative and wide-ranging events for JUSTICE.
- Responsible for delivering the plan for, and execution of, report launches, student-focused events and other public and fundraising events with support from the Development Administrator and input from the legal team.
- Acting as 'Front of House' for JUSTICE events.
- Planning and executing the annual Human Rights Conference and the Annual Lecture with support from the Administrative Team.
- Support the Director of Development and Development Administrator with JUSTICE60 and Major Gift events where appropriate.
- Supervise the Development Administrator in relation to their support with events.

Communications:

- Regularly produce engaging communication material across a range of channels including email, website, and social media for members (including students), donors and other JUSTICE audiences.
- Oversee and manage our website content, including the members' area, with input from the legal team, Director of Development and Head of Communications.
- Monitor media relating to the work of JUSTICE and help to prepare pitches and press releases in collaboration with the Head of Communications.
- Design publications in-house using design software such as Photoshop, InDesign, Illustrator and/or Canva.
- Produce and disseminate key publications, including member and donor newsletters, event literature, working party reports, conference packs, and staff recruitment packs. Liaising with third parties, including printers, mailing houses and external designers, as required.
- Work with the Head of Communications to develop and execute the Annual Review.

- Oversee the communications calendar to ensure planned, targeted and effective communication with all JUSTICE audiences; monitor website and social media analytics to feed into this planning.
- Manage JUSTICE's social media channels day-to-day, creating appropriate, compelling content and increasing the organisation's online reach.
- Assist the Head of Communications to develop relationships with media contacts and build and maintain press lists.
- Supervise the Development Administrator with their tasks relating to website updates, NetCommunity mailings and disseminating key publications.

Membership:

- Work with the Director of Development to monitor and evaluate the membership and Friends growth strategy in order to secure more members and maintain and grow income. Develop testimonials and case studies to reinforce the benefits of JUSTICE membership.
- Work with the Director of Development, to regularly review the current membership offering to maximise membership engagement and satisfaction, especially with corporate members.
- Work across JUSTICE's teams to develop and oversee membership benefits which appeal to members and can be effectively delivered to improve membership satisfaction.
- Work with the Director of Development to strength relationships with corporates and increase corporate membership.
- With legal staff, work on engaging the student membership in our policy work, including designing, drafting and managing content for social media and other platforms.
- Work with the Administrative Assistant / Operations Coordinator to regularly review renewal communications and processes to retain members and Friends.

General:

- Staying up to date on best practice with respect to membership, communications and marketing tools.
- Keep abreast of relevant charity law and policy, relating to membership and donations, including GDPR and Gift Aid rules.
- Represent JUSTICE at external events as required.
- Undertake any other relevant duties as required.

PERSON SPECIFICATION

Essential criteria

- Strong project management skills including experience of organising and managing events, including virtual and hybrid events.
- Excellent organisational skills, with an acute eye for detail and the ability to prioritise a varied workload.
- Experience of managing or supporting a membership or individual fundraising programme, including implementing strategies to deliver income growth.
- Experience in communications, marketing or external relations.
- Strong interpersonal skills with an ability to engage with a wide range of people.
- Excellent written and verbal communication skills, including the ability to produce and write for different audiences on-and-offline.
- Experience of using social media and email marketing tools (particularly Twitter, LinkedIn, and WordPress).
- The ability to act on own initiative, while maintaining a strong teamwork ethic and a collaborative and adaptable working style.
- Ability to think creatively and conceive innovative solutions and ideas.
- Solutions-oriented attitude to work and obstacles.
- Ability to represent JUSTICE internally and externally as a credible ambassador.

Desired criteria

- Experience of using social media to advance a social issue or other campaign.
- Experience of using design software (particularly Adobe Creative Cloud and/or Canva).
- Experience of working towards annual financial targets.
- Experience of using the Raiser's Edge database or NXT.
- An understanding of Gift Aid and VAT.
- An understanding of GDPR.
- An interest in social justice and human rights issues.

APPLICATION PROCESS

To apply, please complete the application form and send it to jobs@justice.org.uk. Please mark your email with 'Engagement and Communications Officer' in the subject line.

CVs alone will not be considered.

The application form can be found on our website [here](#).

The advert closes at **11pm** on **Sunday 19 May 2024**.

Key dates and the selection process

Closing date: **11pm on Sunday 19 May 2024**.

Interviews will be held on **3 June 2024**. Candidates may be required to complete a test as part of the interview process.

JUSTICE is an equal opportunities employer. We encourage applications from people of all backgrounds, but particularly welcome applications from individuals from marginalised groups, those with lived experience of the justice system, as well as those underrepresented in the legal professional including women, people of colour, trans and non-binary people, and disabled people.

Please note that we will not respond to any enquiries from recruitment agencies.