



## Job Vacancy

Head of Community Engagement and  
Communications

October 2024

# About the Role

Are you driven by a passion for health equity and justice for women from diverse backgrounds? Do you want to transform lives by amplifying the voices of women who are often overlooked?

At Sister Circle, we are a community based multicultural women-led charity with over 40 years of experience in enabling women from marginalised communities to empower themselves. Our mission is to support those most at risk of poor healthcare outcomes—especially in sexual, reproductive, and mental health—by fostering trusted relationships and delivering culturally sensitive, trauma-informed care.

We are on a mission to reshape how women's health services cater to those who are least likely to be heard. To achieve this, we're looking for a passionate and experienced Head of Community Engagement and Communications to lead the way. This is your chance to play a pivotal role in creating a space for women, particularly refugees, asylum seekers, and migrants, to directly influence the healthcare services they need and deserve.

We are looking for someone who:

- Is an experienced community engager with a deep understanding of working with diverse, marginalised communities of women.
- Is passionate about creating safe spaces for underrepresented women to shape the services that affect them.
- Thrives on collaboration and innovation and brings strong leadership experience.
- Has a proven track record of developing strategies that bring about real, measurable change.

Key competencies:

**Relationship Building:** Ability to establish and maintain strong relationships with a wide range of internal and external stakeholders. Skilled in partnership building and networking.

**Cultural Competency:** Working with diverse communities, with an understanding of cultural nuances, needs, and barriers. Ability to design trauma-informed and culturally competent programs and services.

**Data-Driven and Analytical Thinking:** Ability to set measurable goals for engagement and communication efforts and evaluate their impact.



# Responsibilities

**Lead the vision:** Shape and implement Sister Circle's 5-year community engagement strategy using innovative, culturally competent, trauma-informed approaches to break down barriers faced by women who are often excluded. (Managing our Radicals group and Ethics committee).

**Amplify voices:** Support women to actively participate in the co-production of service development and help redesign both our support programmes and wider healthcare systems to meet their needs.

**Transform services:** Work across Sister Circle and partner with local NHS bodies to ensure that women are not only heard but are actively shaping the services they rely on.

**Co-create change:** Develop a Beneficiary Involvement pathway that drives local engagement, promotes social inclusion, and informs the expansion of services.

**Design and deliver engaging events:** Organise welcoming and inclusive events that build trust, confidence, and a sense of community, while raising awareness about Sister Circle's mission and its support programmes.

**Empower future leaders:** Work with members of the team (Heads of Departments) to provide mentorship and training for staff, volunteers, and beneficiaries, enabling them to confidently represent the voices of the women we support.

**Elevate our profile:** Drive our communications strategy, in collaboration with internal stakeholders and our advertising agency partner, to raise awareness of our work and expand our influence locally.

**Embed Learning:** Develop a framework for monitoring and evaluation of approach to beneficiaries' involvement to ensure we can measure impact; learn and improve and communicate effectively with stakeholders and communities through a variety of ways e.g. written reports, presentations.

**Lead with purpose:** Foster a collaborative environment with staff, trustees, and volunteers, setting clear objectives, measuring impact, and promoting Sister Circle's values.

# Responsibilities

## Leadership

- Lead by example, upholding Sister Circle's values in everyday actions and supporting Sister Circle team in decision-making.
- Build and manage a team to achieve strategic goals and priorities (in partnership with the Chief Executive).
- Ensure clear communication of messages internally and externally.
- Set and monitor performance targets, ensuring proper evaluation and impact reporting.
- Collaborate across the organisation and with external partners to ensure high-quality service delivery.

## Organisational Stewardship

- Ensure completion of health & safety checks and take necessary actions.
- Managing resources within budget.
- Contribute to funding applications with the leadership team.
- Maintain accurate records and produce required reports within deadlines.
- Comply with safeguarding, data protection, and all statutory policies.
- Uphold the Equality and Diversity Policy and ensure compliance.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by changing role within the organisation and the overall objectives of the charity.

# Person Specification

E = Essential / D = Desirable; A = Application / I = Interview

## Qualifications

Degree and/or professional qualifications or experience (E,A)

## Experience and Knowledge

- Demonstrable experience of working with diverse, disadvantaged and socially excluded women, particularly refugees, asylum seekers and migrants (E,A/I)
- Demonstrable experience in building and managing collaborative relationships within and across diverse communities (EA/I)
- Significant experience delivering beneficiary involvement projects/programmes, use of participatory methods and using external expertise when needed. (EA/I/T)
- Demonstrable experience of involving people with lived experience in the design, delivery, and improvement of services and/or in policy and campaigning work. Culturally and trauma informed awareness and practice.( E,A/I/T)
- Experience of project management tools and managing multiple priorities (EA/I/T)
- Knowledge and demonstrable experience of using best practice beneficiary or user involvement models (E,A/I)
- Experience of working with senior teams to achieve strategic goals with a track record of achievement (D,A/I)
- Understanding and experience of working within regulatory frameworks and contributing as required to quality improvement reviews (E,A)
- Experience of managing the monitoring and evaluation of projects (E, I)
- Knowledge of confidentiality and data protection issues and protocols (E,A)
- Knowledge of child and vulnerable adult protection and safeguarding issues. (E, A/I)

## Skills and Competencies

- Skills in strategic and analytical thinking, financial management, problem solving. (A/I)
- Communicates ideas, feelings and information clearly for shared learning verbally and in writing. Create dialogue based on mutual respect, openness and honesty.(E/I)
- Combines personal commitment to achieve goals with the ability to build and implement an agreed plan, to achieve impact and change. (E,I)
- Works co-operatively and supportively with colleagues, volunteers and beneficiaries, building positive, open working relationships internally and externally to solve problems and achieve our aims and goals. (E,I)
- Understands the value of personal development (in line with empowerment) and its importance for the success of SISTER CIRCLE. Continually improves skills and workplace behaviour.
- Gives and receives feedback readily as part of everyday actions. Shares learning and encourages and empowers others to learn. Listens. (E,I)
- Produce concise high-quality reports and presentations for different audiences (E, I)
- Organises resources, prioritises key issues and implements projects efficiently, meeting deadlines. (E,I)
- Sets clear direction to ensure that everyone in the team is working towards commonly understood goals and achieves her objectives. (E,A/I)
- High level of computer skills including CRM database.(E,A/T)
- Takes an ambassador role and network. (E,A/I)
- Speaks passionately women's issues, rights, and empowerment. (E,A/I)

# How to apply

We would like you to complete and submit the following:

- CV (Max 2 pages)
- A Covering Letter letting us know why you would like to work with us and in this role, how your work and experience meet the essential and desirable requirements for this role. (Applications without a covering letter will not be considered).

Please send your application to [recruitment@sistercircle.org.uk](mailto:recruitment@sistercircle.org.uk)

Applications received after the deadline will not be considered.

You are encouraged to discuss this role in more detail before applying. Please contact Karen Wint (Chief Executive) @ [karen.wint@sistercircle.org.uk](mailto:karen.wint@sistercircle.org.uk) to arrange a time.

DEADLINE: Friday 25th October 2024

INTERVIEWS: Week commencing 5th November 2024

## Terms and Conditions

Location: Whitechapel, hybrid

Our Sister Circle office is based at The Brady Centre, 192 Hanbury Street, E1 5HU.

Contract: Full-Time, permanent (Funded for 5 years)

Salary: £35,000 per annum circ.

Pension: Employer Contribution is 5%

Holiday entitlement: 26 days plus bank holidays

Wellbeing: Half a day off each month (allowance for full-time employees)

Probation period: Six Months

Reporting to: Chief Executive

DBS requirement: Appointment to this post is subject to an up-to-date, satisfactory, enhanced DBS check with a check against the barred lists for children and adults.

# About Sister Circle

Sister Circle is a charity putting women's health first.

We are a multicultural, women-led charity focused on advancing health equity and justice for women from diverse communities facing complex challenges. Our team of volunteers and staff with lived experiences build trusted relationships, dismantle barriers, and provide holistic support, including pregnancy care, trauma counseling, and one-on-one advocacy for survivors of gender-based violence. We are committed to ensuring that every woman has equitable access to the healthcare she needs to thrive—mentally, physically, and socially.

For over 40 years, we have advocated for equal access to healthcare and championed women's health. We provide our holistic support through three programmes: Maternity Mates, Her Health and Healing Conversations. We recruit local women volunteers, without whom, we could not provide our holistic support.

Since 2010, we have trained over 500 volunteers, and supported over 4,000 women with emotional and practical support during their pregnancy journeys, accessing women's health and counselling.



# Our Approach

- We walk alongside each woman to support her as an individual.
- We provide advocacy, practical and emotional support with empathy and without judgement.
- We create spaces for women to think, plan, heal and rebuild their confidence, advocate for their own healthcare needs and when asked, advocate on their behalf.
- We build partnerships and learning spaces so unheard voices can be heard and women can create change.
- Everything we do is relational, culturally and trauma informed.





# Our Values

- We're inclusive - breaking down barriers to reach and empower the most marginalised
- We believe in the power of trust - behaving with integrity, reliably offering a safe and supportive spaces
- We're courageous - challenging norms and exploring new ideas to create change
- We're reflective - always listening and learning to improve



Employment requirement:

The post-holder must have the right to work in the UK and will be required to provide the necessary paperwork to verify this. Two references will be requested, one of which must be your most recent employer.

This post is open to female applicants only as this is deemed a Genuine Occupational Requirement (GOR) for this role under Schedule 9, Paragraph 1 of the Equality Act 2010.

# Organisation Information

Address:

Brady Community Centre  
192 Hanbury Street  
London  
E1 5HU

Phone:

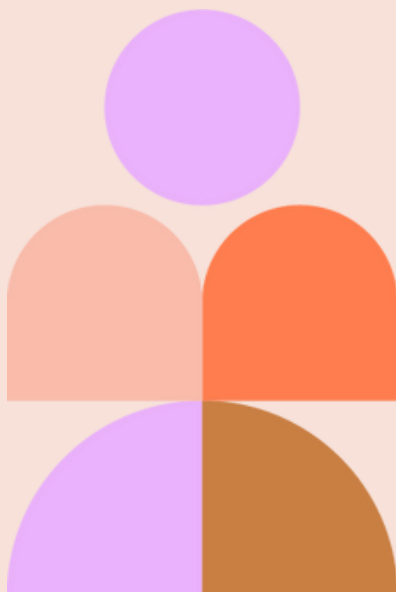
020 7377 9644

Email:

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Website:

[www.sistercircle.org.uk](http://www.sistercircle.org.uk)



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