



0330 223 5336 • info@settled.org.uk
www.settled.org.uk

Settled, Unit 13-15, Platform, Bute Street, Cardiff Bay, Cardiff CF10 5LS

**A positive future for
EU citizens in the UK**

Charitable Incorporated Organisation: 1184580 (Charity Commission) SC052326 (Scottish Charity Regulator)

Accredited Level 3 Immigration Advice: IAA N201900057 (Immigration Advice Authority)



Job description

Job title: Communications Manager

Reporting to: CEO

Duration: 21 hours per week for 12 months with the possibility of extension.

Location: Hybrid role: mainly remote working plus at least 2 days per month at Settled's Cardiff Bay office and some travel to cities in other parts of the UK.

About Settled

Settled is a charity founded in 2019 to ensure that EEA and Swiss citizens who previously made a home in the UK could retain and exercise their rights here following the UK's exit from the EU. Our work includes helping EU citizens and their families to secure their immigration status under the EU Settlement Scheme and supporting them to exercise their rights to live, work, access services, join family and travel freely in and out of the UK. We have a particular focus on the needs of vulnerable groups such as children, the elderly, Roma communities and victims of domestic abuse and trafficking. In early 2022 our work expanded to include a new pre- and post- arrival advice service for people coming to the UK from Ukraine.

Settled provides information, advice and support services throughout the UK via multilingual telephone helplines and online forums, and in person. It is registered to give immigration advice at IAA Level 3. A small staff team co-ordinates a multidisciplinary network of 50+ volunteers of different nationalities and languages.

Several million EU citizens and their family members live in the UK. Exact figures are unknown but by 30 September 2025, over 8 million applications have been made to the EU Settlement Scheme, 4.3 million EU citizens had been granted settled status and 2.9 million pre-settled status under the EU Settlement Scheme and an unknown

number are in the UK but have not applied. There remains large-scale need for support with this system and for advisers to act as intermediaries with authorities to ensure EU citizens overcome barriers to accessing benefits, healthcare and other services, and can rent properties and take up opportunities for work, study and voluntary activities. Even for those EU citizens who can exercise their rights without difficulty, we know that Brexit has had a complex impact on their emotional wellbeing. Ukrainian citizens similarly need a sense of inclusion and belonging. Practical interventions are needed to increase respect for the heritage and culture of EU and Ukrainian citizens and their contributions to the UK and encourage their part in the future of this country and the future of Europe.

Main purpose of the job

1. To competently manage varied communications technologies (for example websites, social media and supporter communications) and grow Settled's capacity to use them effectively.
2. To write and produce clear, credible, accurate, timely, engaging and memorable communications outputs.
3. To co-create events that increase among EU citizens and Ukrainians a sense of belonging and cultural inclusion.
4. By so doing, to build Settled's profile and enable Settled to sustain and develop its capacity, achieve its mission and meet the expectations of its beneficiaries and stakeholders.

Responsibilities

1. Website management

Oversee the functionality and content of Settled's main website, ensure it is up-to-date and contributing to Settled's goals. Ensure consistency across the site and reflect the needs of speakers whose English is second language.

Update, develop and expand Settled's Culture website by publicising and promoting artistic and cultural work by, for, or about EU citizens and Ukrainians to celebrate positive contributions and reduce their sense of alienation.

Improve the content, design and technology of Settled's websites as needed. Both are WordPress websites.

2. Social media management

Actively and responsibly manage and expand Settled's social media accounts and ensure their growing popularity among different audiences, including but not limited to: Facebook, BlueSky, Instagram, LinkedIn and YouTube. Consider expanding to other media such as TikTok.

3. Supporter communications

Write and produce quarterly supporters' e-newsletters (using Mailchimp), fundraising appeal letters and other communications to increase Settled's donor/supporter base. Maintain records of donors and ensure donors are thanked.

Participate in an internal working group to encourage Settled's trustees, staff, volunteers and external partners to increase Settled's profile.

4. High-quality content

Produce clear, credible, accurate, timely, engaging and memorable written communications, to achieve the widest possible reach. Ensure Settled is not just "speaking to the echo chamber". Celebrate Settled's unique achievements and raise awareness of our mission and our services, the experiences of our clients, their rights and entitlements, systemic concerns arising from our case-work and cultural and artistic opportunities. To include items written accessibly for a broad audience and expert pieces of interest to high-level actors. Help develop a distinctive voice for Settled which is authoritative, authentic and upbeat.

Generate reports from Settled's database on the number and types of cases seen.

Contribute to the production of visual content (e.g. photos and infographics), commissioning freelance support as required.

Carefully assess when and how to publish information about Settled's services, clients and team-members, taking appropriate account of confidentiality, GDPR, dignity, consent and risk.

5. Co-produce events

With local communities, co-produce a minimum of 4 inclusive art events in Settled's Cardiff Bay offices that showcase the culture of EU and Ukrainian citizens.

6. Volunteer management

Delegate aspects of our communications to volunteers and supervise their activities. Abide by processes for managing volunteers effectively. Ensure that volunteers understand when to seek your expert advice, and when and how to refer to other staff for help.

Standard tasks for all posts

1. Develop and maintain suitable record-keeping for your area of responsibility covering activities delivered, outcomes achieved and feedback. Analyse results, produce reports for internal monitoring and for funders and plan for greater impact.
2. Ensure that you have sufficient technology to carry out your responsibilities, collaborating with Settled's IT support contractor as needed.
3. Manage expenditure for your area of responsibility in accordance with Settled's financial management policies and ensure reasonable care is taken of Settled equipment.
4. Follow good practice guidelines on volunteer management and retention, including risk management. Foster a culture of respect and teamwork between volunteers and staff.
5. Maintain good relations with other related organisations and professional networks. Be an ambassador for Settled, helping to communicate its achievements and vision to a wider audience. Share learning from Settled's services, taking appropriate account of confidentiality and respect for clients.
6. Be alert to new funding opportunities that can sustain Settled's work and report these to other members of the team.
7. Work supportively within a busy staff team, participate in internal meetings and planning processes and contribute to organisational development. Attend Settled's annual general meeting. Undertake ad hoc tasks compatible with the role in order to ensure the smooth running of the service and the organisation.

Person Specification

Important note: Settled is proud of the diversity of its friendly and supportive staff team. Our staff are from a wide range of nationalities, backgrounds and life experiences.

Below is a list of what we think is needed to succeed in this job. We warmly encourage candidates from all backgrounds to apply and recommend that you explain how your own unique experiences and skills match these requirements. We are listening!

Professional knowledge, skills and experience

1. Technical, analytical and creative expertise, experience, and ability in the field of communications – sufficient to manage and improve websites, social media and electronic newsletters.
2. Excellent writing, editing and presentation skills. Experience of writing for publication (either in print or online). Demonstrable ability to produce, in English, written materials for diverse audiences that are clear, credible, accurate, timely, engaging and memorable, taking account of deadlines.
3. Knowledge of and interest in legal, political and cultural issues facing EU citizens and Ukrainians in the UK, and the services available to them; and willingness to learn.
4. Understanding of what is required to promote an organisation and its concerns and how this contributes to its sustainability. Ability to maintain donor records and relationships.
5. Ability to work with others to sensitively share personal stories and to co-produce inclusive arts events which increase community cohesion and a sense of belonging.
6. Ability to record and analyse data and share learning, taking appropriate account of confidentiality and data protection.
7. Knowledge of good practice in volunteer management and sufficient understanding of Settled's operating context to provide appropriate support to volunteers.
8. Ability to work remotely and undertake some work from Settled's Cardiff Bay office and some travel to cities in other parts of the UK.

Personal skills/qualities

1. Honesty and integrity with strong interpersonal skills. Can work ethically and sensitively with beneficiaries, volunteers, donors and external professionals.

2. Positive and proactive, with the drive to succeed. Enjoys responsibility, well-organised, with meticulous attention to detail. Ability to work independently, prioritise tasks, resolve problems, and set and achieve goals within agreed timescales. Flexibility to vary working hours to respond to deadlines or opportunities. Resilience under pressure.
3. Ability to work supportively and effectively in a national charity with a busy team of staff and volunteers. Commitment to equal opportunities.

March 2026