

## Job Description

<b>Job Title:</b>	Projects and Communications Officer
<b>Service:</b>	Coram Family and Childcare
<b>Reporting to:</b>	Head of Coram Family and Childcare
<b>Salary Range:</b>	£28,000 FTE
<b>Work Pattern:</b>	0.7 – 1 FTE. Flexible working options available
<b>Contract Type</b>	Permanent

### Context

#### About the Coram Group

Coram is the first and longest continuing children's charity, helping vulnerable children and young people since 1739. Today, the Coram group helps more than one million children, young people, families and professionals every year. More information about Coram Group is here [www.coram.org.uk/difference-we-make/our-impact](http://www.coram.org.uk/difference-we-make/our-impact).

#### About Coram Family and Childcare

Coram Family and Childcare works to make the UK a better place for families by bringing together what we learn from our on the ground parent-led programmes and our research to campaign for solutions that parents want and need. We focus on childcare and early years to make a difference to families' lives now and in the long term including through our annual Childcare Surveys, the definitive source of information on childcare prices and availability in Great Britain. Find more information about Coram Family and Childcare at [www.familyandchildcaretrust.org](http://www.familyandchildcaretrust.org).

This Projects and Communications Officer will focus on project delivery and communications, including leading on the delivery of NAFIS, supporting other projects, and leading on communications across our areas of work.

NAFIS is our membership organisation for local authority Family Information Service teams. It helps to share best practice across the country through its newsletter, webinars and annual conference.

We also run a number of other programmes and projects, including our Parent Champions programme, and conduct research projects and studies, including our annual childcare survey.

**Purpose of the role:**

To deliver the aims of the NAFIS programme, support other project work and lead on communication, working flexibly as part of a small team.

As a key member of the team, the role will support the development and implementation of strategies and plans, and contribute to longer term development.

**Main duties & Responsibilities:**

- Deliver the aims of the NAFIS programme:
  - Working with local authority teams to understand and meet challenges and opportunities
  - Fulfilling membership requirements, including organising webinars and sharing useful resources with members
  - Maintaining membership offers, including renewals and recruiting new members
  - Effective communication with members, including through drafting newsletters and sourcing content for social media groups
  - Convening and administering steering group meetings, in collaboration with the Steering Group Chair
  - Organising annual conferences including booking speakers and workshops, managing attendees and helping with the smooth running of the day
  - Work with the team to develop the offer to meet new needs and opportunities
  - Writing and designing programme resources
  - Supporting the regular monitoring and data collection on the impact of the programme
- Lead on communications:
  - Writing and contributing to communications including newsletters, blogs, vodcasts, social media, presentations, resources, briefing documents and case studies for our website, staff team, projects or for members
  - Liaising with external partners to develop and create relevant resources
  - Creating and managing our website and social media content, ensuring content is relevant, up to date and accessible
- Support the delivery of other projects, including:
  - Organising and supporting face to face and online events and focus groups
  - Working with colleagues to build understanding of parents' childcare needs and preferences and share learning
  - Taking the lead on specific projects within the organisation as directed
  - Working with the programme's operational systems, including setting up new systems when required
  - Working with external partners and consultants
  - Working within set project plans, deadlines and budgets
- Support the running of the Coram Family and Childcare team through:
  - Monitoring and responding to queries to our generic inboxes
  - Acting as the main point of contact for queries coming in to the organisation
- To recognise and challenge all forms of discrimination and prejudice in the workplace.



- To treat everyone with respect, dignity and fairness and to acknowledge and celebrate diversity.
- To maintain an awareness of your own and others' health and safety and comply with Coram Group Health and Safety policy and procedures.
- To maintain confidentiality of information; it will be necessary to comply with all requirements related to the Data Protection Act/ General Data Protection Regulations (GDPR)