

RECRUITMENT PACK

ACADEMY STEWARDSHIP OFFICER

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JOB DESCRIPTION



KEY INFORMATION



Job Title and Code

Academy Stewardship Officer
BDCH6425



Department/Team

Academy



Location

Battersea London - Hybrid 50%



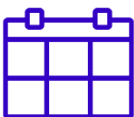
Salary & Grade

£20,275 per annum, Grade D



Hours

21 hours per week
(hourly split to be agreed)



Duration

Permanent

ABOUT THE ROLE

Working with colleagues across the Academy, Marketing and Communications, and wider teams, this new role is responsible for growing and nurturing engaged Academy audiences across online communities, social media, email and other channels. The role will plan, draft and publish approved content; moderate and manage online groups in line with community guidelines; and support the promotion of Academy learning opportunities through case studies, testimonials, photography and video content.

By monitoring audience growth, engagement and retention, maintaining accurate records and ensuring use of content is compliant with Battersea privacy and retention policies, the role will help demonstrate the impact of the Academy and support its ambition to reach, engage and benefit more organisations, individuals and animals.

RESPONSIBILITIES

	Estimated % time
To moderate and manage the Academy's online groups and communities across key social media platforms; publishing approved content, ensuring community guidelines are upheld and identifying opportunities to grow and nurture an engaged online following.	40%
To plan and draft content for the Academy's online groups, communities, and email newsletters, as well as updates to Academy webpages, collaborating with key teams for input and approvals.	25%
To work with Academy team members and the Case Studies Officer producing case studies that highlight the benefits to individuals, organisations and animals from attending the Academy. To lead on fact finding calls and drafting case studies.	15%
To source and secure permissions for Academy testimonials, ensuring they reflect the full range of learning opportunities offered by the Academy.	10%
To monitor the growth, engagement and retention of Academy audiences across key channels, adapting plans as necessary and contributing to wider reports when required. To prepare data extracts from Academy databases in support of email newsletter sends. To work with the Content team and support with the capture of video content and photography that showcases Academy learning opportunities. To maintain all relevant systems to show when testimonials, case studies, photography and videography is used, ensuring this is in line with Battersea privacy and retention policies. To maintain the Academy pages of the Battersea intranet creating, updating and removing content as necessary.	10%

The above job description is intended to be an outline of the duties and responsibilities for this role. This is not an exhaustive list, and it is likely to change over time. You may be expected to undertake other duties that are commensurate with this role and grade.

ACCOUNTABILITIES

- Accountable for moderating the Academy social media channels in line with relevant Battersea policies, including safeguarding as well as content, community and brand guidelines

PERSON SPECIFICATION

ESSENTIAL

- Experience moderating and managing online groups and communities.
- Experience writing engaging and inspiring content, including social media posts, email newsletters and case studies, ideally in a B2B environment, with the ability to adapt to an organisational tone of voice.
- Strong communication skills with the ability to build strong working relationships across internal and external stakeholders.
- Experience of working constructively and collaboratively with colleagues from different teams; specifically Marketing & Comms team.
- Experience of working with databases to create mailing lists while ensuring that all necessary compliance is adhered to.
- Good standard of written English and numeracy and competent user of MS Office and IT systems.
- Experience of communicating clearly with the ability to adapt your communication style for different people as appropriate.
- Experience of dealing with sensitive issues with empathy and resilience.
- Proven ability to manage a high workload and multiple priorities whilst meeting deadlines.

DESIRABLE

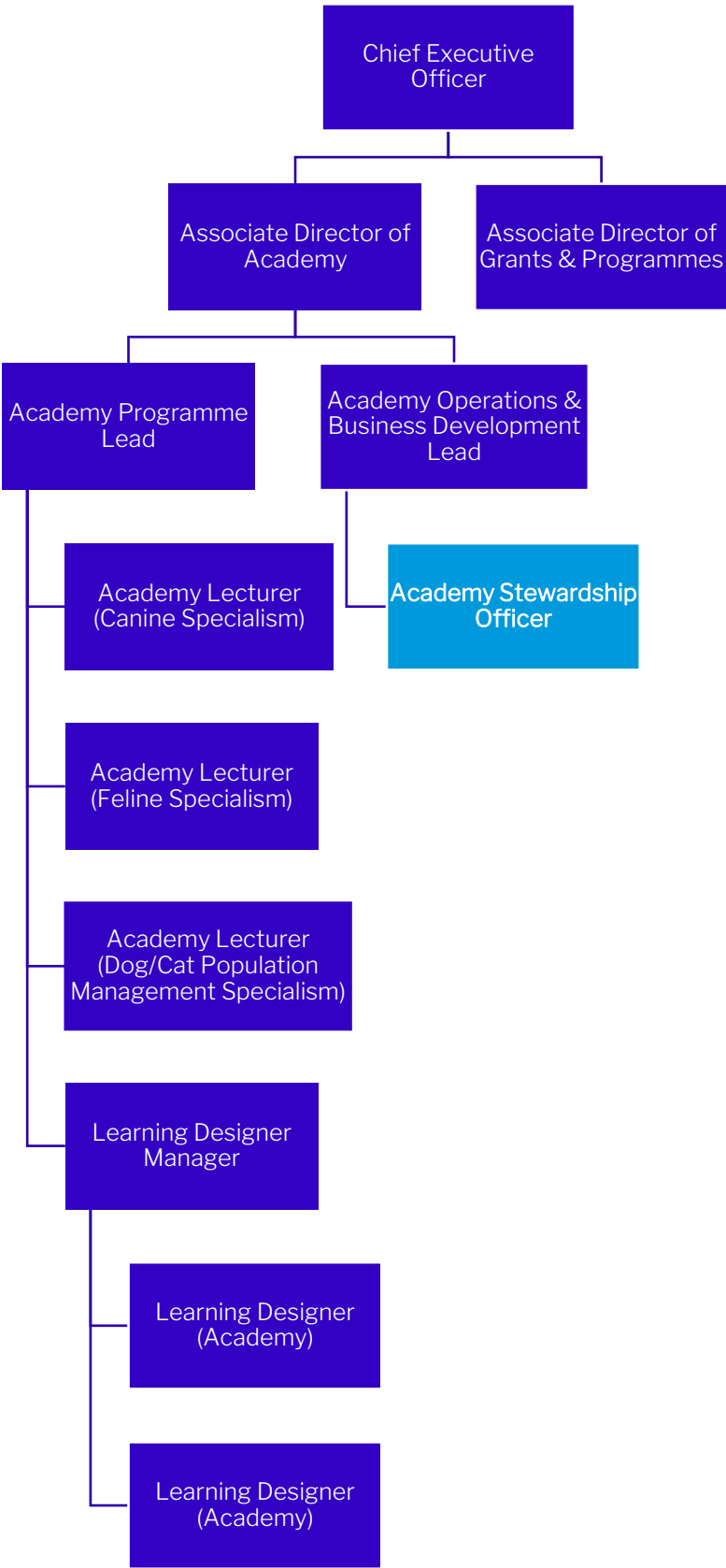
- Experience of working within a charity.
- A commitment to the animal welfare sector and building the capacity of smaller charities.



HYBRID WORKING POLICY

We operate a hybrid working policy, with our office-based employees splitting their time between site based and home working. We believe this enables our office-based employees to maintain the benefits of home working, while allowing for collaboration and interaction with our animal-facing colleagues and maintaining a connection to our cause. As such, you'll be expected to work in our Battersea office for at least 50% of your working week.

POSITION IN THE TEAM



YOUR APPLICATION



KEY DATES



Closing Date

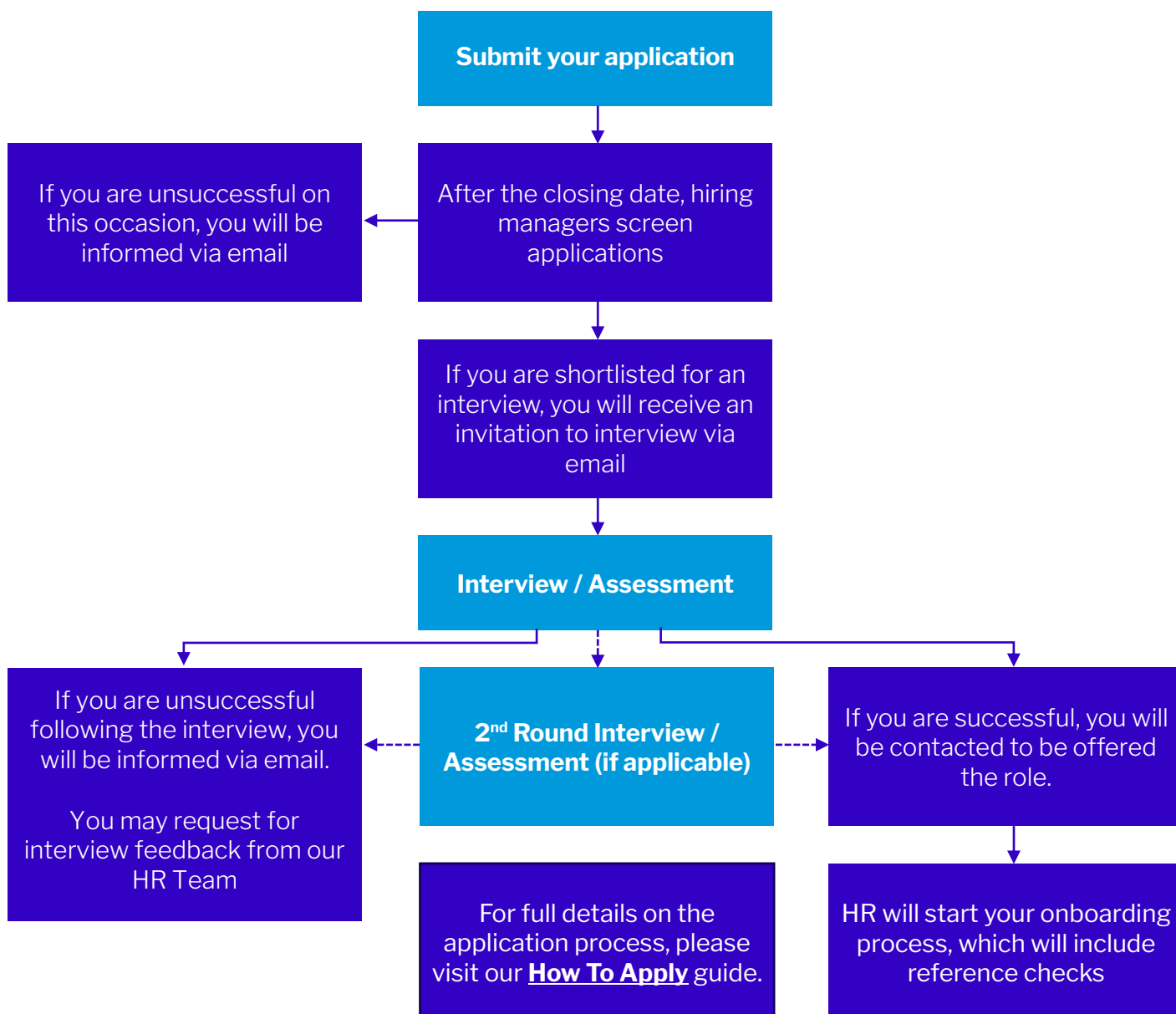
Sunday, 13th September 2026,
11.59pm



Interview Date

Friday, 18th September 2026

APPLICATION PROCESS





COMPLETING YOUR APPLICATION

The information below is provided to support you with completing your application.

Our application forms will ask you for:

- Employment History
- Educational History (which is non-mandatory)
- A supporting statement of no more than 1000 words and/or
- Responses to short-answer questions

The statement and short-answer responses are a very important part of your application. This is your opportunity to showcase your knowledge, skills and experience, and how this relates directly to the person specification for the role.

Please provide specific examples where possible and demonstrate your key achievements. You might also consider referencing Battersea's key values in your application (for more on these values, please see the 'Life at Battersea' document).

Once your application is complete, we encourage you to provide your diversity monitoring information. Whilst this is entirely voluntary, completing this information will form part of an anonymised data set to help us understand, measure and take action to ensure our processes are inclusive. Your information will remain confidential, be held in line with GDPR requirements and will not be used to determine whether you are shortlisted for any role(s) you apply for.



ACCEPTABLE USE OF AI

At Battersea, we value expertise. We recognise each candidate that applies to us will have a range of expertise they can offer us, so we want to hear about this in your own words. We understand the support that generative artificial intelligence (AI) software can offer but it can also lead to numerous applications presenting as generic and impersonal. This makes it difficult to gain understanding of your unique experience.

To best showcase yourself, we encourage you to write your responses without the assistance of AI. If you require the use of AI software to aid in completing your application, we ask you use the generative responses as a prompt for writing your answers and avoid copying and pasting. You must also ensure the information presented in your application accurately reflects your experience.

If you are successful to the interview stage of the recruitment process, we ask that you follow the below guidelines on the use of AI at interview stages:

Acceptable use:

- Researching sector trends, company information, or general interview tips
- Practicing interview questions with AI tools to improve communication skills
- Using AI to support with structuring your responses

Please do not:

- Submit AI-generated responses as your own during the interview
- Use AI to impersonate or misrepresent your experience or skills
- Use AI tools during real-time interviews



DIVERSITY AND INCLUSION

OUR COMMITMENT

We are committed to providing a welcoming and inclusive experience for all employees, volunteers and trustees and those hoping to join us. We operate an anonymised shortlisting process and actively seek to ensure our process is fair and equitable for all.

We understand the value of diverse voices, perspectives, and experiences to help us deliver even more for our dogs and cats, and we welcome applicants from all sections of the community.

WORKPLACE ADJUSTMENTS

As a Disability Confident Committed Employer, we will also ask about any adjustments you may need at the application and/or interview stage. And, if you are offered a role with us, we'll talk to you about any workplace adjustments you may need to help you perform at your best. If you would like to talk more about this, please contact 020 3887 8341 or email jobs@battersea.org.uk

REQUIREMENTS FOR WORKING AT BATTERSEA

Please note that all offers of employment require:

- References deemed satisfactory by Battersea
- Proof of eligibility to work in the UK. For details on which documents can be used to certify your right to work, please refer to [Prove Your Right to Work](#)
- Candidate to be at least 18 years old of age at the start of the employment

DATA PROTECTION

The information you provide in your application will be used by Battersea Dogs and Cats Home to assess your suitability for the role you have applied for.

Any special category information (such as information relating to ethnicity or sexual orientation) you choose to provide will only be used by Battersea to monitor and report on diversity and equality of opportunities. The provision of this information is entirely voluntary and will not be used in determining whether you are shortlisted for the role you have applied for.

Further information about how we protect and use your personal data is set out in our [Job Applicant Privacy Notice](#) or contact our Data Protection office at DataProtection@battersea.org.uk



BATTERSEA

HERE FOR EVERY DOG AND CAT

BATTERSEA DOGS & CATS HOME

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Battersea is a charity registered in England and
Wales (206394)

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President HRH Prince Michael of Kent GCVO

