

We are looking for a new Communications and Knowledge Exchange Manager



RiDC

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RiDC

Research Institute
for Disabled Consumers

We are looking for a new Communications and Knowledge Exchange Manager

The Research Institute for Disabled Consumers (RiDC) is the leading expert in inclusive research involving disabled people in the UK. We are an independent, national charity with over 60 years of experience in consumer research and insights in this specialist area. We have developed a strong track record of providing unique insights and solutions to businesses, government and charities.

We are run by and for people with a personal experience of disability.

As RiDC continues to grow its influence and impact, we are seeking an experienced Communications and Knowledge Transfer Manager to help ensure that our research, insights and evidence reach the audiences who can create meaningful change.

Our approach

We always start from the perspective of disabled people. By working in a participatory way with disabled people, listening to their needs and reflecting on real lives in our research, we ensure nobody is excluded.

We work with large multinational companies, government departments, regulators and charities to create accessible and inclusive services. It is a fast-paced environment, and we work with a wide range of clients and subject matters at any one time.

Our panel

RiDC was one of the first organisations to establish a UK panel of disabled and older consumers. Our panel now includes over 4,300 people and is the largest pan-disability panel in the UK. The panel participates in surveys, user testing, mystery shopping, focus groups, workshops, and co-production / co-design sessions.

Purpose of the role

This is a new and exciting role at a pivotal time for RiDC.

The Communications and Knowledge Transfer Manager will lead the development and delivery of RiDC's communications, profile-raising and stakeholder engagement activities.

A significant proportion of the role will support RiDC's pioneering eco-ableism programme, helping to build awareness of the barriers disabled people face in participating in environmental sustainability and climate action, while ensuring that research findings are translated into practical action and influence.

Alongside the eco-ableism programme, the postholder will oversee RiDC's organisational communications, social media, public relations, marketing materials, stakeholder engagement and knowledge exchange activities. They will work closely with colleagues, research teams, members of RiDC's consumer panel, funders, clients, policymakers, disabled people's organisations and external partners.

We are looking for an energetic and creative communications professional who combines excellent writing and relationship-building skills with a strong understanding of digital communications, audience engagement and knowledge mobilisation.

The successful candidate will be equally comfortable developing strategic communications plans, writing compelling content, planning events, creating social media campaigns and identifying new opportunities to influence debate and raise RiDC's profile.

Organisation structure

The postholder will be line-managed by the Chief Executive Officer.

The role will work closely with all the team in RiDC, eco-ableism project partners and stakeholders, partners at the National Centre for Accessible Transport and external communications, policy and media contacts.

There are no direct line management responsibilities associated with this role, although the postholder may coordinate external suppliers, consultants and project partners where appropriate.

Job Description

Strategic communications and profile raising

- Develop and implement RiDC's communications and knowledge transfer strategy.
- Increase awareness and understanding of RiDC's work among policymakers, businesses, charities, disabled people's organisations and the wider public.
- Identify opportunities to raise RiDC's profile through media engagement, partnerships, speaking opportunities and stakeholder networks.
- Monitor emerging communication channels, technologies and audience engagement approaches and recommend innovative ways to reach new audiences.
- Help position RiDC as the UK's leading authority on inclusive research and disabled consumer insight.

Eco-ableism communications and knowledge exchange

- Lead communications and dissemination activities associated with RiDC's eco-ableism programme.
- Develop and deliver communication plans that support participation, engagement, influence and impact.
- Translate research findings into accessible and engaging content for different audiences.
- Build relationships with sustainability organisations, policymakers, disabled people's organisations, researchers and campaign groups.
- Support the organisation and promotion of project events, workshops, roundtables and conferences.
- Ensure learning and evidence generated by the programme are effectively shared and applied.
- Identify opportunities to extend the influence and impact of the eco-ableism programme nationally and internationally.

Social media and digital communications

- Manage RiDC's social media presence across relevant platforms.
- Develop and implement engaging content plans and campaigns.
- Create content that increases audience engagement, supports recruitment to research activities and strengthens RiDC's profile.
- Monitor performance and use analytics to improve effectiveness.
- Create multimedia content including graphics, short videos, infographics and visual storytelling assets.
- Ensure all digital communications meet high standards of accessibility and inclusivity.

Content development and marketing

- Create high-quality written communications including articles, blogs, website content, press releases, newsletters, case studies and stakeholder briefings.
- Develop compelling marketing collateral that communicates RiDC's expertise and impact.
- Produce accessible research summaries, reports, infographics and presentation materials.
- Design professional communications materials using Canva and similar platforms.
- Support the development of funding bids and partnership proposals through the production of communication materials and impact narratives.

Stakeholder engagement and public relations

- Build and maintain relationships with journalists, influencers, policymakers, researchers and sector leaders.
- Develop strategies for stakeholder engagement and knowledge exchange.
- Support RiDC colleagues to communicate research effectively to external audiences.

- Identify opportunities for collaboration, partnership development and profile raising.
- Act as a key point of contact for communications related enquiries.

Events and knowledge mobilisation

- Plan and manage webinars, workshops, conferences, roundtables and stakeholder events.
- Support the delivery of national events associated with the eco-ableism programme.
- Ensure events generate meaningful engagement, learning and ongoing relationships.
- Develop mechanisms for sharing knowledge and maintaining engagement after events.

CRM and mailing list management

- Manage RiDC's mailing lists and audience engagement systems.
- Develop and deliver email marketing campaigns using platforms such as Mailchimp.
- Monitor campaign performance and audience engagement.
- Ensure data management complies with GDPR and organisational requirements.

Person Specification

Experience

Essential

- Significant experience in communications, stakeholder engagement or knowledge transfer roles.
- Experience developing and implementing communications strategies.
- Experience managing organisational social media channels.
- Experience creating compelling written content for a variety of audiences.

- Experience planning and delivering events, webinars and stakeholder engagement activities.
- Experience creating professional communications materials using Canva or similar design tools.
- Experience managing email marketing campaigns and mailing lists.
- Experience working with multiple stakeholders and external partners.
- Experience measuring and evaluating communication activities.

Desirable

- Experience working within the charity, research, policy or disability sectors.
- Experience supporting large research or grant-funded programmes.
- Experience working on environmental, sustainability or climate-related projects.
- Experience engaging policymakers and public sector stakeholders.
- Experience working with disabled people and disabled people's organisations.

Skills

Essential

- Outstanding written communication and editing skills.
- Strong storytelling and content creation skills.
- Excellent social media and digital engagement skills.
- Strong event planning and project management skills.
- Excellent interpersonal and networking skills.
- Ability to translate complex research findings into accessible and engaging content.

- Strong organisational and prioritisation skills.
- Ability to build productive relationships with diverse stakeholders.
- Strong visual communication skills.
- Ability to work independently and proactively.

Desirable

- Video editing and multimedia content creation skills.
- Knowledge of SEO, AI and digital marketing techniques.
- Experience using Mailchimp, CRM systems and website content management systems.
- Experience using analytics tools to monitor communications performance.

Knowledge

Essential

- Understanding of effective communications and public engagement practice.
- Knowledge of social media trends and emerging digital communication approaches.
- Understanding of accessible and inclusive communications principles.
- Awareness of knowledge exchange and research dissemination approaches.
- Understanding of GDPR and data protection requirements.

Desirable

- Understanding of disability equality and the social model of disability.
- Awareness of climate action, environmental sustainability and disability inclusion issues.
- Understanding of research environments and evidence-based policymaking.

Terms and Conditions

- **Salary:** £42,000 per annum
- **Hours:** 35 hours per week
- **Location:** Home-based with occasional travel across the UK
- **Pension:** 5% employer contribution
- **Annual leave:** 29 days plus public holidays
- **Wellbeing allowance:** £300 per annum
- **Contract:** Permanent

RiDC recognises the positive value of diversity, promotes equality and challenges discrimination.

We welcome and strongly encourage applications from disabled people.

We also welcome applications from everyone regardless of age, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief, marriage, and civil partnerships.

How to apply

To apply, please send your current CV and cover letter (no more than 2 sides of A4) detailing your experience and skills in relation to the personal specification.

Please ensure you complete the **equal opportunities monitoring** form and email it, along with your CV and cover letter, to joinus@ridc.org.uk.

We will not accept applications if we do not receive a CV, cover letter and equal opportunities form.

If you are not a UK resident, please confirm you are eligible to work in

the UK.

Timelines

The closing date for applications is 1pm on Friday, 16th October 2026.

Interviews are scheduled to be held on **Friday, 30th October 2026**.

We will endeavour to inform all shortlisted candidates no later than the 22nd October 2026. Please let us know if you have any requirements to make the interview process more accessible for you.