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## Job Description: Digital Communications Officer

### JRS Mission and Work

The Jesuit Refugee Service (JRS) is an international Catholic organisation, at work in over 50 countries with a mission to accompany, serve and advocate on behalf of refugees and other forcibly displaced persons. JRS in the UK has a special ministry to those who find themselves destitute as a consequence of government policies, and those detained for the administration of immigration procedures. JRS UK runs a Day Centre, recreational activities and hosting scheme (*At Home*) for destitute asylum seekers, detention outreach services to Heathrow IRC, and a specialist legal advice service. The work of JRS UK is carried out in collaboration with other JRS offices around the world, other Church and secular organisations, voluntary and governmental, which are active in the same field.

### JRS values

JRS is grounded in Catholic social teaching and draws on the charism and principles of Ignatian spirituality. Staff and volunteers share a common set of values concerned with justice and the dignity of the person. As a Jesuit work, participative discernment and reflective practice are part of our ethos. If the successful candidate is not familiar with the spirit and charism of the Jesuits, there will be the opportunity to develop it through training, workshops and days of retreat.

### Digital Communications Officer

JRS UK is seeking to recruit a part-time Digital Communications Officer to support our fundraising and advocacy work, helping to achieve our vision of a world where people forced to flee their homes are welcomed with love; and to help support our communications at a critical time when the Nationality and Borders Bill is seeking to overhaul the UK asylum system.

This is a dynamic and varied role, developing written and visual content which: raises awareness of the situation faced by people seeking asylum and experiencing immigration detention in the UK; the work JRS does in response; and the difference supporters donations makes to individuals' lives. The role would be well-suited to someone who thrives on creativity, with outstanding written communications skills who is passionate in supporting refugees and asylum seekers.

You will be a key member of a small communications and fundraising team, with a particular focus on shaping our social media channels and developing our website. We place a high value on encouraging refugee participation in, and the shaping of, our messaging, and you will play a key part in ensuring this.

The external communications of JRS UK seek to be clear and balanced, and congruent with our values as an organisation, protecting and highlighting the dignity of refugees at all times. We seek to engage existing and new supporters of JRS, particularly among the Catholic Community, as well as influencing public debate and opinion.

The role involves working alongside refugees and volunteers from varied backgrounds, so high levels of empathy and sensitivity are essential, along with an enthusiasm for working in a small and dedicated team. Much of our communications material directly engages with the faith-basis of our mission so enthusiasm and an aptitude for developing our resources in this area is essential for this role.

We welcome and encourage applications from people with experience of seeking safety in the UK.

## Responsibilities

- Ensuring refugee voice and experience is championed throughout all JRS communications.

### Digital Communications:

- Take ownership of our social media accounts and developing our social media strategy, manage the strategy implementation and ongoing actions across social media;
- Provide expertise on social and digital innovation, feeding into organisational and project-based plans;
- Support the Communications and Development Manager with the development, management and maintenance of the JRS UK website;
- Leading and co-ordinating the JRS UK blog, including drafting and commissioning contributions from others in the team; ensuring regular blog updates are posted;
- Working with the Communications and Development Manager and the Fundraising Manager ensure the production and mailing of weekly e-mails.

### Asset Management:

- Manage our digital photography and video content, ensuring it is fit for purpose across all channels.

### Analytics and Analysis:

- Regularly analyse web traffic and social media engagement and report back to the team, informing future activity and planning;

### General:

- Maintaining a high standard for written copy and content, meeting JRS branding and style guidelines;
  - Sharing and promoting the impact supporters' donations have on the lives of refugees;
  - Supporting the implementation of the Communications and Fundraising strategies;
  - Supporting the Communications and Development Manager to report to the Director and the JRS UK governance committee.
- To undertake such other duties and responsibilities as the Communications and Development Manager or Director may from time-to-time request. JRS UK is a small team and all staff are occasionally called upon to support the work of others.

## Person specification

### Essential

- Sympathy and congruence with the values of JRS;
- Enthusiasm for working within a faith context and for engaging parish and religious congregations;
- High levels of personal integrity and respect for others, working with emotional intelligence and empathy;
- Outstanding written communication skills;
- Demonstrable ability to tailor tone and content to different platforms and audiences;
- Ability to work flexibly as part of a small and varied team;
- Excellent organisational skills;
- Ability to meet concurrent deadlines in a dynamic environment, ability to plan and prioritise a complex and varied workload;
- Initiative to solve problems, working proactively and collaboratively as part of a team;
- Attention to detail;
- Highly organised;
- Experience working in a digital communications environment;
- Experience of managing multiple social media channels;
- Excellent knowledge of Microsoft Office suite.

### Desirable

- Experience of using Mailchimp (or similar) mailing software;
- Experience of using Hootsuite (or similar) scheduling software;
- Experience of Google Analytics
- Familiarity with desktop publishing software (e.g., Photoshop, InDesign);
- Prior experience of supporting and accompanying refugees and asylum seekers;
- Experience of working in a faith-based organisation;
- Understanding of and with familiarity of Catholic social teaching;
- Familiarity with the Christian calendar;
- Familiarity with the Ignatian charism.

### Key relationships

- Reports to the Communications and Development Manager;
- You will need to build relationships of trust with refugees served by JRS;
- You will build strong relationships with donors to JRS UK;
- You will need to build strong working relationships with JRS UK staff and volunteers.

<b>Hours:</b>	part-time (3 days/22.5 hours a week)
<b>Duration:</b>	18 month fixed-term contract; potentially renewable
<b>Location:</b>	Primarily office-based in Wapping, London. The team are currently mostly wfh due to COVID restrictions; longer-term hybrid wfh/office arrangements can be made. Regular travel into London will be required.
<b>Salary:</b>	£26 – 32 K <i>pro rata</i> ;

**The person must be permitted to work in the UK; (JRS UK is not able to obtain a work visa for this post).**