

**LEEDS REFUGEE FORUM**

# Job Description: Communications and Marketing Officer

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**Hours: 16 hours per week**

**Salary: £8,494.00 per year (SCP 6, £19,698 pro rata)**

**Job location: One Community Centre, Cromwell Street, Leeds, LS9 7SG**

**Responsible to: Director**

**Period of contract:** **One-year fixed term (renewable)**

## PURPOSE OF THE POST

To be responsible for and to run the various IT functions at LRF, whether that is directly supporting LRF clients, promoting the work of LRF or gathering and maintaining data.

## DUTIES AND RESPONSIBILITIES

The successful applicant will

* Through maintaining good working relationships with partners, gather and share information about activities and events and make sure those who will benefit know how to attend.
* Collect and process data showing the impacts and benefits for the people we support in order to produce annual reports, funding reports, annual review.
* Market the work of LRF through social media, updating and developing the website, regularly producing an electronic newsletter; design fliers and leaflets.
* Support Refugee Community Organisations to integrate fully into the community e.g. dissemination of info around COVID 19; access to projects e.g. money buddies; support of elderly people; taking part in focus groups
* Use IT to keep information accessible, trackable and up to date e.g. making a data base of the volunteers - their skills, availability, supervision, training etc
* Design and populate an IT process that makes the information needed for reviews etc easy to access and clearly available, always up to date. So that anyone with access, e.g. director, trustees can log in and find what they need, or see an overview of progress.
* Provide information, advice and guidance to LRF clients.
* Support LRF clients in accessing online projects and programs, e.g. showing people how to access an online meeting
* Maintain accurate project documentation that complies with LRF’s service standards, collecting data, organising and managing databases
* Contribute to the planning, monitoring and evaluation of LRF’s service delivery across all funded programmes. E.g. design appropriate forms to help gather the right people for a particular course
* Actively promote equality and diversity in line with LRF’s equal opportunities policy
* Carry out any other duties that LRF’s Director may require from time to time

## General

1. To participate in individual supervision, training and appraisal as agreed with the Director.
2. To work as a team member, and contribute to the general activities and development of LRF.
3. To attend trustees’ meetings when requested.
4. To carry out all the above in accordance with the values of LRF, in particular with policies on confidentiality, equal opportunities and impartiality.
5. Carry out all work in accordance with LRF’s Health and Safety, Child Protection and Vulnerable Adult policies

**PERSON SPECIFICATION**

# Requirements Essential/Desirable

### *Qualifications / Experience / Knowledge*

Excellent written and verbal communication skills. Essential

Experience of PR and marketing and using social media to

create marketing campaigns and communications for a range

of target audiences. Essential

Strong organisational and problem-solving skills and the ability

to prioritise and meet tight deadlines. Essential

Ability to work confidently on own initiative, to produce accurate

 work, seeking advice and guidance where required. Essential

Understanding of data protection and confidentiality Essential

Experience and/or understanding of issues facing asylum seekers

and refugees Essential

Experience of voluntary/community organizations Desirable

Experience of using social media tools Essential

#### Skills

Ability to implement and maintain effective IT systems Essential

Ability to work and communicate with a wide range of people

(including people for whom English is a second language) Essential

A good standard of written and spoken English Essential

Ability to organize own workload Essential

Database processing to an acceptable standard Essential

#### Personal Qualities

Commitment to the aims and values of Leeds Refugee Forum Essential

Empathy with asylum seekers and refugees Essential

Willingness to develop skills and knowledge and take part in

appropriate training Essential

Willingness to work flexible hours Desirable