



Communications and Engagement Manager

Job Title – Communications and Engagement Manager, James' Place Charity

Salary - c. £32,200 - £34,500 (incl. London weighting)

Hours –5 days per week, fixed-term one year contract (with a possibility to extend); some flexibility may be possible.

Location - London (the role will be based in our London therapy centre with some home working and local travel required)

The charity

In 2018 James' Place opened the UK's first non-clinical centre for men experiencing suicidal crisis in Liverpool. Since then, we have already supported more than 450 men. We believe that every suicide is preventable and that those who are experiencing a suicidal crisis need to be in a space where they feel safe, valued, nurtured, and respected.

In 2020, we opened a virtual service in London and in April 2021, we began seeing men in the local area from our new therapy space in Clerkenwell. We will open our permanent centre later this year.

Our values are having empathy; working in a non-judgemental way; showing compassion; being nurturing and showing respect.

The purpose

The Communications and Engagement Manager will contribute towards our work in the following ways:

Communication and social media:

The postholder will manage all communications, social media and digital engagement across the organisation to raise awareness of our work with referrers, community partners, funders and potential clients, as well as supporters and friends of the charity.

Outreach and partnerships

We know that there are specific groups of men who are vulnerable to suicide, and who might respond particularly well to our intervention. We also have a pressing need to use our limited resources as effectively as possible. Therefore, the successful candidate will develop specific pieces of outreach work to find, engage and draw in men who need our work most.

The first of these will be a Student Outreach Project in London. With specific funding for an initial one-year project, we will be working with three universities in London to reach young men in suicidal crisis directly, and to offer them specialist support. This project will firstly offer us the chance to reach and support a highly vulnerable group of people, whilst also offering a useful model for future work, with other groups, and in our other centre(s).

Our work with research and evaluation partners is fundamental to ensuring the success of our approach. The Communications and Engagement Manager will work with our research partners to measure and evaluate the impact of our work.

Key Responsibilities

Communication and Social Media

- Use social, digital, and offline media platforms to communicate with our key audiences and deliver important messaging about our work.
- Manage our public-facing channels to ensure consistent voice and effective messaging
- Work with senior management to plan and deliver a communications strategy
- Create content for the organisation's public facing work, including our website
- Support the senior management team on wider public relations, including events
- Work with our head of fundraising to promote fundraising events
- Evaluate impact of communications output and reach against agreed objectives

Outreach and partnerships

- Lead on the development and manage the delivery of a specialist support service for male university students.
- Build and maintain close partnerships with relevant university services and student groups.
- Work closely with the therapists supporting the student outreach project alongside appropriate senior management support and supervision.
- Manage the student outreach project budget.
- Work with the London team and senior management team to identify further outreach projects and priorities.
- Work with our evaluation project team to measure and evaluate the impact of the student outreach project on an ongoing basis.
- Take a key role in developing referral pathways and working with partners in the NHS and key voluntary organisations.
- Help to develop a network of community and voluntary sector groups who share our values and could help with the delivery of our mission.

Person Specification

Essential

- Proven track record in project management within the charity sector, or with demonstrable transferrable experience from another sector, covering the development, planning, and delivery of day-to-day project management.

- Skilled and experienced in the use of social media, digital and offline media platforms to communicate on behalf of an organisation
- First class communication skills (written & verbal) and ability to work with senior colleagues and stakeholders.
- Excellent interpersonal skills with the ability to manage challenging situations and conversations on social media and in person.
- Excellent IT and administrative skills.
- Knowledge and experience of delivering carefully targeted outreach programmes using innovative and proactive methods.
- Proven track record of evaluating and reporting against agreed objectives.
- Able to prioritise workload, manage time effectively and meet deadlines.
- Promotes people's equality, diversity, and rights.
- Knowledge of Service Governance and Evaluation.
- A strong interest in suicide prevention sharing our values and vision.

Desirable

- Experience supporting or engaging vulnerable people or people in a crisis
- Experience delivering communications for fundraising events and building funder relationships
- Knowledge and understanding of Safeguarding Procedures.

HOW TO APPLY

To apply for this position, please send a CV and short covering letter (no more than 2 sides), ensuring that your application fully addresses the appointment criteria in the person specification. Please submit your application to london@jamesplace.org.uk

We will interview on a rolling basis so we encourage interested applicants to apply as soon as possible.