



St.  
**Augustine's**  
Centre

We are looking for a  
**Communications Co-ordinator**

to start in December 2024  
*30 hours (4 days) per week*

### **About St. Augustine's Centre:**

At our vibrant community centre in Halifax, we welcome refugees and people seeking asylum. We refer to them as 'Centre Members'. Working across Calderdale, we give people the practical support they need to rebuild their lives with dignity, and we offer a range of activities that help them feel happier and more connected. Together we are building a diverse community which challenges injustice and puts the needs and voices of our Centre Members at the heart of our work. [Read more about our work](#)

### **We believe in:**

**Sanctuary:** We provide a welcoming, inclusive and safe space, without judgement.

**Community:** We share food, stories and build relationships together.

**Diversity:** We respect our differences and celebrate our unique contributions. As equal citizens of the world, we enrich Calderdale.

**Collaboration:** We do things with, not for, people. We listen to and respond to those who come through our doors.

**Growth:** We empower one another to uphold our human rights and reach our potential, by learning and thriving together.

You can find out more about us here: <https://www.staugustinescentrehalifax.org.uk>

X (Formally Twitter): [@infostaugs](#)

Facebook: [@StAugustinesCentreHalifax](#)

## The role summary:

Are you interested in providing hands on communications for a busy refugee centre? Are you tech savvy, able to create a clear and accessible poster using Canva one minute and then write some compelling copy for a social media post the next? Are you adept at using programmes like Microsoft 365, Mailchimp, WordPress, Google Analytics and WhatsApp?

Are you up for communicating internally with our Centre Members who are building new lives in Calderdale, whilst also sharing important stories with the public externally? And are you comfortable engaging with people who speak little or no English?

If you want to use your expertise to make a real difference and make Calderdale a more welcoming place for refugees and people seeking asylum, this could be the role for you.

We are looking for a communications professional with strong relationship building skills, expertise in digital communications and a passion for storytelling. You will be at home within the vibrant, busy atmosphere of a refugee community centre, and a highly organised self-starter with an eye for detail. You'll bring vision and creativity to the role, and also be happy getting stuck into relatively routine tasks like photocopying and putting up posters.

You will help us to tell stories about the difference our work makes and why it matters. Join our friendly team in Halifax and be part of a wider community of people committed to making Calderdale a welcoming place for people seeking sanctuary here. You will work closely with our Centre Director, as well as Centre Members and staff and volunteers.

## A typical day:

Your day begins by updating the display boards outside with the latest 'What's On Today' posters, for example: English classes, Sewing Group, Advice Drop In, Barbers, Boxing, and Asylum Talk. You take a quick stroll through both of our buildings, making sure all leaflets are neatly laid out and that the poster areas are tidy and up to date.

Next, you send out WhatsApp reminders to our Centre Members via both our broadcast groups. Whether it is the Advice Drop-In or the Football training, you keep everyone in the loop by sending accessible visual and written updates. You also add new arrivals to the group chats, updating our CRM system, Lamplight, as you go.

After a quick coffee and catch-up with colleagues, you create some new posters/leaflets. These could be anything from a reminder to keep the Chill Out Room tidy, to an important announcement that Enver Solomon - CEO of the Refugee Council - will be visiting us for a talk.

As midday approaches, you receive a request from a national campaign 'Lift the Ban' asking us to be a signatory. You send over our logo and a brief on its usage guidelines, knowing that next week you will be amplifying their message across our social media platforms.

Later, you visit the new Sewing Group to capture some photos for our website, newsletter, and social media. You ensure everyone's understood and agreed to have their photo taken and has signed the consent form before uploading any images. Afterwards, you label and store the photos correctly in our online system, ready for future use.

The Support Team has a new Centre Member Agreement that needs translating into nine different languages. You start by using AI for the first draft, but to ensure everything is accurate, you send the translations to a volunteer or a relevant staff member for a final check. These will take a few days to come back, and once they're verified and stored on Microsoft Teams, you ask the volunteer receptionist to laminate the key documents for use around the Centre.

In the afternoon, you meet with the Director to plan the next newsletter, which will go out to over 1,000 supporters via Mailchimp. Together, you also map out key social media stories for the coming three weeks in the content planner. A Centre Member is working on a blog about our recent fashion show, and they could use some guidance and support, so you lend them a hand.

Home time! Tomorrow you will be updating the website, starting the newsletter, and preparing the display board information stall for an upcoming Christmas market. The day after that you will advise the Support Team with branding on a report they've written, create compelling copy for social media, and brainstorm ways to boost donations for our Christmas present campaign.

*Could this be you? Read on...*

## **Key information:**

- 2 years fixed term contract (with an intention to continue if funding is secured).
- 30 hours (4 days) a week to start in December or as soon after as possible.
- £13.73 per hour which is equivalent to a full-time annual salary of £26,847, or £21,477 in real terms for a 30 hour week. *This is subject to an annual pay rise of around 3% in April 2025, to be confirmed by the board.*
- 3-month probationary period.

## What can we offer you:

- A diverse and inclusive working environment in a friendly team.
- 7 weeks holiday per annum including bank holidays.
- A free hot lunch at our Welcome Café on Mondays and Thursdays.
- Access to a personal wellbeing, training and counselling fund.
- Flexible working patterns and times.
- Support for your development.
- Employer pension contributions.

## Interested? How to apply:

1. Read the **person specification and role description** below.
2. Fill in the **application**, plus a **two-page letter** setting out how you meet the person specification and what you could bring to the role. Please include the details of two people we can contact for **references**. *We will only contact your referees if you are offered the role.*
3. Email your application to [jake@staugustinescentrehalifax.org.uk](mailto:jake@staugustinescentrehalifax.org.uk) by **5pm on Sunday 27<sup>th</sup> October 2024**.
4. Interviews will be on **Monday 4<sup>th</sup> November 2024** in Halifax and will include a short task. We will send you an outline in advance of what we will cover in the interview.
5. **Interested in finding out more before applying? This isn't obligatory but if you wanted to know more about us you could:**
  - Drop in for lunch on Thursday 24<sup>th</sup> October and/or
  - Drop in for a chat on zoom at 6.30pm on Thursday 24<sup>th</sup> October.

Email [jake@staugustinescentrehalifax.org.uk](mailto:jake@staugustinescentrehalifax.org.uk) to let us know if you are coming or if you would like the zoom link. If you cannot make these, we are happy to have an informal chat another time.

*St Augustine's is committed to equality of opportunity for all staff. Applications from individuals are encouraged regardless of age, caring responsibilities, disability, gender, gender identity, marriage and civil partnership, pregnancy and maternity, race, religion or belief and sexual orientation. We are an inclusive employer. We value difference and recruit by merit based on fair and open competition. We welcome candidates from a range of different backgrounds.*

*Please let us know if we can support you with any access needs in applying for this role.*

*St Augustine's Centre is committed to safeguarding and promoting the welfare of children and adults at risk and expects all staff and volunteers to share this commitment. Recruitment of all staff and volunteers is robust and informed by our safer recruitment policy and procedures.*

## St. Augustine's Centre, Halifax – Job Description

<b>Job Role</b>	<b>Communications Co-ordinator</b>		
<b>Employment Status</b>	2 years fixed term contract (with an intention to continue if funding is secured).	<b>Hours Per Week/Location</b>	30 hours (4 days a week) Mainly on-site in Halifax with the option to work from home max 1 day a week.
<b>Salary</b>	Salary of £21,477 for 4 days a week, subject to annual pay rise in April.	<b>Holiday Entitlement</b>	28 days a year (equivalent to 7 weeks a year) - including bank holidays.
<b>Line Manager</b>	Centre Director	<b>Line Management Responsibility:</b>	Occasional volunteers who support comms operations.

### Main Objectives

Deliver our communications strategy through:

- Internal communications with our Centre Members about what's on and key information - via WhatsApp, website, leaflets and poster sites.
- External communications with supporters, volunteers and the public via social media, our website and newsletter - about events, stories, immigration updates, fundraising and opportunities, always amplifying the voices of our Centre Members.
- Creating, commissioning, designing, storing and disseminating content (video, photos, blogs, documents etc) in line with our branding requirements.
- Excellent administration and partnership building.
- Ensuring that the work conforms to our values, objectives, policies and procedures.

### Key Responsibilities

#### **Internal communications**

- Send daily broadcast WhatsApp messages to our Centre Members, ensuring new arrivals are added to relevant groups and to our CRM Lamplight.
- Update and maintain posters and flyer sites across the Activities and Support buildings and in the hotels.
- Use Lamplight data to send specific targeted activity reminders to relevant individuals
- Actively engage with Centre Members and attend selected activities, both within the centre and off-site as required.

### **External communications**

- Maintain and update the St Augustine's website via WordPress, and in partnership with our developer, [Agency for Good](#).
- Write and distribute regular email newsletters using Mailchimp, managing a mailing list of over 1,000 subscribers and 150 volunteers.
- Develop our audiences on social media platforms, creating and sharing engaging content about our work and wider messaging from partners in the refugee sector. We expect this to be 3-4 social media posts weekly. We have a presence on X, Facebook, Instagram, Threads and LinkedIn).
- Monitor, review and respond to website, newsletter and social media engagement using Google Analytics, and platform data reports.

### **Create, commission, store and disseminate content (video, photos, blogs etc) in line with branding requirements**

- Develop communications content and strategies for campaigns, including Refugee Week, fundraising and awareness events, working closely with colleagues, volunteers and Centre Members.
- Collaborate with staff and Centre Members to produce blog posts, which challenge myths and humanise the experiences of refugees and people seeking asylum.
- Design poster, flyers, reports, policies, signs, presentations and documents using Canva and Adobe, and work with reception staff to print and distribute them.
- Capture and store photos and videos of key activities (directly or commissioned) with full consent, stored efficiently in line with our data protection and safeguarding policies.
- Ensure that all communications content is accessible and inclusive, with translations created as needed. Support staff to create their own accessible and branded content.

### **Administration, development and partnership building**

- Build and maintain positive relationships with partners and stakeholders to support our communications and marketing efforts.
- Provide evidence of communications activity (social media/content) for monitoring purposes as required by partners and funders.
- Maintain communications files on Teams, ensuring they are organised and up to date.
- Stay informed of refugee sector developments, adjusting our communications and social media plan as necessary.
- Undertake training sessions, including communications related skills development as required.
- Work within agreed budgets.

**As a team member of St Augustine's Centre, you will:**

- Contribute ideas to enhance service delivery and Centre Member experience.
- Ensure our values, objectives, policies and procedures are reflected in daily practice, particularly safeguarding, Equity-Diversity-Inclusion and data protection.
- Maintain confidentiality and treat sensitive issues with appropriate tact and diplomacy.
- Be aware of climate change and climate justice, and up for playing an active part in ensuring St Augustine's is environmentally sustainable.
- Attend monthly supervision meetings with the Director.
- Attend fortnightly team meetings and annual away days, contributing to organisational development.

# Person specification – about you

<b>Communications Co-ordinator</b>		
<b>Attribute</b>	<b>Essential</b>	<b>Desirable</b>
<b>Areas of Experience</b>	<ul style="list-style-type: none"> <li>• Previous experience working or volunteering in a communications role.</li> <li>• Developing communications campaigns.</li> <li>• Creating engaging content for social media and newsletter platforms, such as Facebook, Instagram, Threads, X, LinkedIn, Mailchimp etc.</li> <li>• Maintaining and updating website content.</li> <li>• Creating posters, leaflets, documents and assets using tools like Canva and Adobe.</li> <li>• Working with brand guidelines to maintain and champion consistency across an organisation.</li> <li>• Working in a fast-paced environment with conflicting and competing demands.</li> <li>• Working or volunteering with people who have English as a second language.</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant qualifications in communications, marketing, digital media, or a related field.</li> <li>• Storytelling with and about individuals who have lived experience of a challenging system.</li> <li>• Creating and editing photos and short-form videos for social media.</li> <li>• Experience updating content on WordPress websites.</li> <li>• Training in safeguarding, equality and diversity, GDPR.</li> <li>• Lived experience of asylum/immigration systems in the UK.</li> </ul>
<b>Knowledge, Skills, and Abilities</b>	<ul style="list-style-type: none"> <li>• Best practices in digital marketing and communications including data privacy and inclusivity / accessibility.</li> <li>• Excellent IT skills (Microsoft Office, Teams, WhatsApp, etc.),</li> <li>• Excellent organisational skills and ability to prioritise and manage several projects at once.</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of the media landscape and how to work with stakeholders to share stories.</li> <li>• Knowledge of fundraising and donation campaigns within the voluntary sector.</li> <li>• CRM systems (we use Lamplight).</li> </ul>

	<ul style="list-style-type: none"> <li>• Strong copywriting, storytelling and communication skills, able to adapt content for different platforms and audiences.</li> <li>• Adept interpersonal skills.</li> <li>• Awareness of the challenges faced by refugees and people seeking asylum.</li> </ul>	<ul style="list-style-type: none"> <li>• SEO and social media algorithms and data analytics to improve content reach and engagement.</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• A 'people person', able to warmly engage with and care for others.</li> <li>• Motivated, proactive and able to work alone and with minimal supervision.</li> <li>• Proven commitment to continuous learning in communications and marketing, demonstrated by attending training and courses.</li> <li>• Demonstrably supportive of the aims, values and ethos of St Augustine's Centre, with a strong commitment to climate justice, equity, inclusivity and respect for diversity and anti-discriminatory/anti-oppressive practices.</li> <li>• Committed to working in partnership with our Centre Members.</li> <li>• Approachable, patient, kind, prepared to listen to others' points of view, flexible, open to ideas, reliable, enthusiastic.</li> <li>• Open to change in line with the needs of the communications activity and wider organisation.</li> <li>• Willing to undertake an enhanced DBS check.</li> </ul>	