



Role Description

Role Title: Communications Support Officer

Date written: May 2024

Accountable to: Head of Communications

Job summary & purpose:

To assist with the team's production of engaging, attractive and informative communications. To provide individual and corporate support to the Communications Team. To ensure communications are coordinated and integrated across the organisation, including maintaining the organisation's print and digital communications schedule.

Key Responsibilities:

Provide administrative support to the comms team by:

1. Assisting the Production Manager with mailing specifications for multi-cell appeals, collating internal information for batch resource requests, creating purchase orders and related administration.
2. Assisting the Media Manager to arrange regional coverage for members of overseas staff whilst in the UK.
3. Provide administrative, planning and organisational support to the Head of Communications and other members of the Communications Team
4. Administer and curate the archive of MAF documents.
5. Working with the HR team, collect and store data processing consent forms for members of MAF staff.

Schedule and plan forthcoming products by:

1. Updating and maintaining the organisation's print and digital communications schedule, working closely with audience managers.

Create informative and engaging content for a variety of communications channels by:

1. Contributing to the creation of digital communications including website content and creative social media.
2. Contributing to the creation of monthly print and digital communication documents at design and proofing stages.
3. Providing support with design tasks including basic picture editing and layout.
4. Creating subtitles for use in digital content.
5. Participate in creative idea and planning sessions.

Updating the comms team and other colleagues on new developments by:

1. Monitoring staff blogs for potential stories and alerting colleagues. Producing a weekly roundup of social media posts from other MAF resourcing groups and programmes.
2. Monitoring external websites and news sources for news and stories relevant to our work and programmes and brief teams accordingly.
3. Providing research support for the team as required

Working with MAF International colleagues, support the management of MAF’s media library by:

1. Uploading and removing media assets such as stories, photos and videos.
2. Ensuring metadata and tagging is accurate and complete for all video assets.
3. Ensuring that all video assets comply with MAF procedures and policies for data protection and ethical storytelling.
4. Supporting staff with the acquisition and transfer of assets from overseas programmes to the media library.
5. Contributing to the continuous improvement of the media library.

Assisting with other tasks as required

Dimension and Limits of Authority:

- Decision making within agreed parameters.
- Responsible for adherence to legislation and good practice principles in all areas of responsibility.

Tasks common to all staff:

1. Role modelling of organisational values and beliefs - to contribute to the shared spiritual life of the MAF UK team as a unique Christian charity. This will include attendance and participation in corporate times of biblical reflection and corporate prayer meetings.
2. To participate in appropriate matrix programme and project teams, contributing skills and expertise to required timescales from the appropriate programme leader.
3. To keep line manager informed of all relevant and timely information.
4. At all times comply with statutory requirements for handling personal and sensitive data in a confidential manner.
5. To abide by Safeguarding and Conduct Policies, and all other MAF UK policies provided on the Intranet.

Christian values, beliefs and ethos of MAF UK:

As a Christian mission, MAF UK is seeking those who share in the evangelical Christian values and beliefs of the organisation, as described in the mission, purpose, values and beliefs statements. All staff will be required to support and actively demonstrate the Christian values of the organisation and to take part in organisation activities such as staff meetings, prayer meetings, and away days.

Communications Support Officer Specification		
	Essential	Desirable
Education/ qualifications	<ul style="list-style-type: none">• Educated to degree or equivalent level	<ul style="list-style-type: none">• Communications related or administration qualification
Experience	<ul style="list-style-type: none">• Experience of an office environment either through direct work experience or voluntary placements• Experience of team working	<ul style="list-style-type: none">• Experience of working in a Christian organisation or charity environment• Administration experience• Experience of working within a communications environment
Skills/ abilities	<ul style="list-style-type: none">• Proficient skills in Microsoft applications, including Excel	<ul style="list-style-type: none">• Proficient in a video editing using Photoshop

	<ul style="list-style-type: none"> • Proficient in social media • Proficient in scheduling software • Able to communicate positively, assertively and sensitively within a cross functional and multi-cultural team environment – internally and externally • Efficient and organised approach • Able to work on own initiative • Able to manage multiple deadlines and priorities and flexibility to respond quickly to changing or competing priorities • Excellent attention to detail 	<ul style="list-style-type: none"> • Proficient in design software such as InDesign
Personal attributes	<ul style="list-style-type: none"> • Committed and mature evangelical Christian, able to demonstrate understanding and acceptance of the Statement of Faith and willing to proactively take part in MAF events and meetings e.g. prayer meetings, away days etc. Able to describe these beliefs and values to others so as to represent MAF as a Christian mission organization. • Emotional resourcefulness. • Flexibility towards others and circumstances. • Service orientation. 	

Brief summary of Terms and Conditions

Job Title: Communications Support Officer

Location: MAF UK, 1st Floor Castle House, Castle Hill Avenue, Folkestone, Kent, CT20 2TQ

Working Hours: Office open officially from 9.00 to 5.30pm. Hours to be agreed according to contract and flexible working policy.

Terms:

- At least 36 hours with 1 hour for lunch daily unpaid per week. Hours should be agreed with line manager according to flexible working policy.
- Flexibility will be required for working additional hours and travel to meet business needs or for travel or meetings etc. on weekends.
- Paid annual leave entitlement of 22 days (158.4 hours) per year and 8 days (58.5) paid public holidays per year.
- Non-contributory pension scheme (10% of salary per year) available on joining.

Probationary and notice period

- 3-month probation period with a 1-month review
- 1-month notice period