



National Survivor
User Network

COMMUNICATIONS AND MEMBERSHIP OFFICER RECRUITMENT PACK

CONTRACT: FIXED TERM FOR 2 YEARS

**SALARY: £24,000 PER YEAR PRO RATA
(FTE £30,000)**

HOURS: 4 DAYS PER WEEK

**LOCATION: REMOTE WORKING FROM
THE U.K.**

DEADLINE: 5PM, 28TH FEBRUARY

INTERVIEWS: 14TH MARCH



ABOUT THE NATIONAL SURVIVOR USER NETWORK

As a UK mental health charity, we are a network of people and grassroots groups with lived experience of mental ill-health, distress and trauma. We come together to create, challenge and campaign. NSUN is a user-led organisation, and all staff and trustees have lived experience of mental ill-health, distress or trauma.

Over the past 18 months, NSUN has scaled and changed. This is an exciting time to join an organisation which is growing, and a real opportunity to shape its future direction.

ABOUT THE ROLE

We are looking for someone with relevant skills to help deliver NSUN's communications strategy and to develop our membership offer. Thinking creatively and working proactively will be an essential part of the role. We would particularly welcome applications from individuals from marginalised or racialised communities.

Specifically we are looking for someone with the following skills and experience:

- Excellent written and oral communication skills, including close attention to detail and experience of writing for a range of audiences/outlets including websites and social media
- Proactive, flexible and responsive, with strong interpersonal and relationship management skills and the ability to work under your own initiative
- Lived experience of mental ill-health, distress or trauma, with a passion for NSUN's mission and work, and the ability to communicate it effectively to a wide variety of stakeholders

The deadline for applications is 5pm on Monday 28th February. If you have any feedback or questions about this recruitment pack or require it in a different format, please let us know. We can be contacted on info@nsun.org.uk.

MAIN TERMS AND CONDITIONS

- **Contract:** fixed term for 2 years, to be extended subject to funding
- **Salary:** £24,000 per year pro rata (FTE £30,000)
- **Hours:** 4 days a week (although enquiries about flexible working are welcomed)
- **Reports to:** Communications Manager
- **Location:** work from home in the U.K. (NSUN does not have a physical office). Some occasional travel for team meetings (travel costs are reimbursed)
- **Holiday:** 28 days in total including bank holidays, rising by 1 day after every year of service to a maximum of 33 days per year (pro rata)
- **Pension and benefits:** NSUN offer an automatic enrolment pension scheme and Employee Assistance programme (EAP)
- **Probationary period:** 6 months
- **Notice period:** 1 week during probationary period; 4 weeks thereafter with an additional week per year after 5 years' service up to 12 weeks
- **Disclosure and Barring:** due to the nature of our work, you will be required to have a check with the Disclosure and Barring Service (DBS) for which NSUN will cover the cost.

JOB DESCRIPTION

Digital communications

- Assisting with the delivery and development of NSUN's communications strategy, including the development of key messages and campaigns
- Collect content for and create the weekly e-bulletin (newsletter) for NSUN members
- Help to manage the organisation's social media presence, including creating engaging social media and other visual content that conveys NSUN's work and messages to members and other stakeholders
- Explore new digital content formats, such as film, animation and infographics
- Lead on the development of podcasts
- Alongside the Communications Manager, draft, proof-read and maintain website copy and content
- Help to monitor and evaluate metrics on our channels of communication (for example web, bulletin, and social media statistics) to inform future content and communications activity

Publications and materials

- Alongside the CEO and Communications Manager, produce, proof-read and disseminate materials including articles, key publications and resources for the membership, annual reports, and videos

Media and press

- Help to coordinate NSUN's responses to media, including press releases and statements, and act as a secondary contact for media enquiries
- Help to monitor and build connections with a network of media contacts, identifying opportunities to increase the organisation's profile and maximise engagement

Membership

- Act as the primary point of contact for members, responding to their enquiries and building relationships
- Plan regular membership events (face-to-face and online), including the AGM, and coordinate their promotion
- Assist with membership consultations and data collection (for example creating online surveys, organising focus groups, and assisting with participation payments)
- Support membership recruitment, retention and communication processes as we develop our membership structure and offer
- Support other NSUN staff with grant-making processes

General

- Any other duties as required by your line manager and commensurate with the role

PERSON SPECIFICATION

The following skills, knowledge and experience are required to carry out this role. There are some which we have suggested are beneficial but not essential.

ESSENTIAL

- Excellent written and oral communication skills
- Proactive, flexible and responsive
- Strong interpersonal and relationship management skills
- Good organisational skills with the ability to prioritise work effectively and to use initiative to work autonomously
- Skilled in digesting information quickly with excellent attention to detail
- The ability to work well in a remote team
- The ability to work well under pressure and to tight deadlines
- The ability to think creatively to solve problems and challenges
- Experience of MS Office 365
- Experience of writing for a range of audiences/outlets including websites and social media
- Experience of planning and delivering (online) events
- A good understanding of how mental health is talked about online from the perspective of people with lived experience of mental ill-health, distress or trauma
- A passion for NSUN's mission and work
- Lived experience of mental ill-health, distress or trauma

BENEFICIAL

- Skills in digital software such as Canva or Indesign, podcasting platforms, and/or video editing software
- Previous use of CRMs and mailing software
- Knowledge and experience of grassroots user-led organisations and the challenges facing the user-led sector
- Experience writing press releases
- Experience working in a small charity
- Previous use of Wordpress and a basic understanding of SEO

APPLICATION AND INTERVIEW

Please complete and send the following to info@nsun.org.uk. Please include “Communications & Membership Officer” in the email subject line.

Click on the links to download:

1. [Application form](#) (if you would prefer, you are welcome to send us a short video or audio file (no longer than 5–8 minutes), telling us about yourself, your current and previous job roles and any relevant qualifications and/or knowledge, skills and experience.
2. [Equality and Diversity Monitoring Form](#)

Your details will be handled in line with our [Privacy Policy](#).

On completion of all the above documents by 5pm on Monday 28th February, we will acknowledge receipt of your application. We regret that late applications will not be considered. You can find out more about us by [visiting our website](#). If you would like to discuss this role in more detail please contact Amy Wells, Communications Manager, by emailing amy.wells@nsun.org.uk

All applicants will receive a response from us to confirm whether or not they have been selected for an interview. We aim to give at least half a week’s notice ahead of the interview date.

Interviews will be held online using Zoom with Amy Wells (Communications Manager) and Akiko Hart (CEO) on Monday 14th March.

We will email you a meeting invite, which includes a link to the interview, in advance. We will send you the interview questions the day before. Please let us know if you require any adjustments to the interview process for you to participate and we will do our best to accommodate these.

Shortlisted applicants will be emailed a written test one week before the interview, to be completed at home.

All applicants who attend an interview will be offered feedback. It is not possible for us to give individual feedback if you have not been selected for an interview.

Thank you very much for your interest in this role. We look forward to hearing from you.



National Survivor
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