



National Survivor
User Network

COMMUNICATIONS AND MEMBERSHIP OFFICER

CONTRACT: 2-YEAR POST

SALARY: £24,000 (FTE £30,000)

HOURS: 4 DAYS PER WEEK (28 HOURS)

**LOCATION: REMOTE WORKING WITH
OCCASIONAL TRAVEL TO LONDON**

DEADLINE: 9AM, 25TH OCTOBER

INTERVIEWS: 8TH NOVEMBER



ABOUT THE NATIONAL SURVIVOR USER NETWORK

NSUN is a network of people and grassroots groups with lived experience of mental ill-health, distress and trauma. We work towards the distribution of power and resource in mental health.

NSUN is a user-led organisation, and all staff and trustees have lived experience of mental ill-health, distress or trauma.

Over the past couple of years, NSUN has scaled and changed. This is an exciting time to join an organisation which is growing and embarking upon a **new strategic direction**, focussed on doing things differently in mental health and beyond.

ABOUT THE ROLE

We are looking for someone with relevant skills to help deliver NSUN's communications strategy and develop our membership offer. Thinking creatively and working proactively will be an essential part of the role.

The role will involve work in the following areas:

1. Digital communications: assisting with the delivery and development of our communications strategy, including producing the weekly NSUN bulletin, helping to manage our social media channels, producing website copy and content, and monitoring metrics on our channels of communication to inform future content and activity
2. Publications and materials: including helping to produce, proof-read and disseminate resources and key publications
3. Media and press: including helping to coordinate our responses to media, and helping to build a network of media and press contacts while identifying opportunities to increase our engagement
4. Membership: including acting as a point of contact for members and building relationships with the membership, planning and promoting regular membership events, helping to coordinate membership consultations, and supporting membership recruitment, retention and communication processes as we develop our membership structure and offer

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 and/or outlets, including websites and social media
- Proactive, flexible and responsive, with strong interpersonal and relationship management skills and the ability to work independently
- 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

We would particularly welcome applications from individuals from marginalised or racialised communities.

The deadline for applications is **9am on Tuesday 25th October 2022**. If you have any feedback or questions about this recruitment pack or require it in a different format, please let us know. You can contact Amy, Communications Manager, at amy.wells@nsun.org.uk.

Interviews will take place on Zoom for shortlisted candidates on **Tuesday 8th November 2022**. We are looking for someone to start on or after **Monday 5th December 2022**.

MAIN TERMS AND CONDITIONS

- **Contract:** funded for 2 years
- **Salary:** £24,000 per year pro rata (FTE £30,000)
- **Hours:** 4 days a week. Enquires about flexible working are welcome. We welcome applications for job shares. If you are interested in applying for the role as a job share, we recommend that you do so together with the person you would share the role with. This is because we very rarely have two single applications for job shares
- **Reports to:** Communications Manager
- **Location:** work from home (NSUN does not have a physical office). Occasional travel for team meetings will be required (travel costs are reimbursed). Based on the current location of the existing team, London is usually the most suitable location for face-to-face meetings, and candidates would need to be able to make the return journey in one day
- **Holiday:** based on a 28-hour working week: 20 days plus a pro rata allowance for bank holidays
- **Pension and benefits:** NSUN offer an automatic enrolment pension scheme starting with employee and employer contributions of 3.5%, with the option of employer matched contributions to 6% and Employee Assistance programme (EAP)
- **Notice period:** 1 week during first 8 weeks, rising to 1 month until the end of the probationary period. Following the successful completion of the probationary period notice rises to 2 months
- **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
- Managing 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
- 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 a 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
- Help coordinate membership consultations and data collection (for example creating online surveys, organising focus groups, and assisting with participation payment processes)
- Support membership recruitment, retention and communication channels and 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

ESSENTIAL

- Lived experience of mental ill-health, distress or trauma. Please do not feel the need to disclose anything in detail: we are more interested in how your lived experience informs your ways of working and/or your interest in the role
- Excellent written and oral communication skills
- Experience of using social media, primarily Twitter
- Strong interpersonal and relationship management skills, including the ability to work well in a remote team
- 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
- Proactive, flexible and responsive, with the ability to work well under pressure and to tight deadlines
- Experience of writing for a range of audiences/outlets including websites and social media
- A good understanding of how mental health is talked about online from the perspective of people with lived experience of

mental ill-health, trauma, or distress

- A passion for NSUN's mission and work, including thinking critically and creatively about mental health
- Experience of Microsoft Office 365

BENEFICIAL

- Skills in digital applications and software such as Canva or Affinity, 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 working in a small charity or grassroots groups
- Experience writing press releases
- 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 and 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 video or audio file (no longer than 6 minutes), to answer the "NSUN values and approach", "Lived experience" and "NSUN values and approach" sections of this form.
2. **Equal Opportunities Monitoring Form**

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

On completion of all the above documents by **9am on Tuesday 25th October**, 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 by emailing amy.wells@nsun.org.uk

Shortlisted candidates will be emailed a brief written task one week before the interview. 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 the interview.

Interviews will be held online using Zoom with Amy Wells (Communications Manager) and Akiko Hart (CEO) on **Tuesday 8th November 2022**. For candidates successful at this interview, there will be a short and informal follow up interview with our Head of Operations, Jen Beardsley.

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.

Communications and feedback

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. 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
User Network**

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**REGISTERED CHARITY NO.
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**COMPANY NUMBER:
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USER NETWORK (NSUN)
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