**Communications and Engagement Officer**

**Role: Communications and Engagement Officer**

**Location: Belfast**

**Reports to: Communications and Engagement Lead**

**Hours per Week: 37**

**Contract type: Fixed term until 31st March 2026**

**Salary: £25, 209- £27, 607**

**Nexus has over 40 years’ experience offering a specialised therapeutic support to people impacted by sexual abuse and abusive relationships. We also have over 10 years’ experience in providing early intervention and prevention initiatives to young people, professionals, and the public on topics such as consent, relationship and sexuality education, internet safety and child sexual exploitation.**

**In addition, from April 2019, Nexus has been managing the 24 Hour Domestic and Sexual Abuse (DSA) Helpline, which is funded by the Department of Health, Department of Justice, and the Department for Communities.**

**Our people are a dedicated and professional group of individuals who are vital to the success of the Organisation. We aim to be champions of lasting positive change for people impacted by sexual abuse and abusive relationships by positively informing and influencing policy and practice alongside the delivery of influential, professional, quality driven and sustainable services.**

**Job Purpose**

The postholder will support the delivery of Nexus’ Communication and Engagement Strategy, with primary accountability for the Domestic and Sexual Abuse (DSA) Helpline. This will include digital communications, media relations, event support and volunteer engagement.

The successful candidate will operationalise the Communications and Engagement plan for the DSA Helpline by:

**Communications**

* Effectively promoting the work of the Helpline in line with agreed messaging and support priorities.
* Manage digital presence aligning with external news, statistical releases, and campaigns and support media engagement (including responding to enquiries and drafting press releases)
* Pro- actively liaise and collaborate with funders to ensure that promotional assets are approved and ready for distribution where appropriate.
* Create annual and quarterly communications plans, producing effective and engaging content and using multi-media platforms to effectively meet goals and objectives.
* Maintain a unique and independent brand identity for the DSA Helpline in line with funder requirements.

**Engagement**

* Set targets and evaluate campaigns to assess how the activity has raised awareness of, promoted and engaged stakeholders of the service provision.
* Provide support for and attend/organise engagement events within agreed budget and timelines.
* Increase awareness, visibility and support for the Helpline’s work through targeted multi-media initiatives designed to engage key audiences.
* Pro-actively maintain a stakeholder engagement database to support the work of DSA Helpline.
* Work alongside department lead to identify new stakeholder engagement opportunities.
* Foster and maintain friendly, professional, and supportive working relationships with our stakeholders.
* Ensure DSA reports to funders are timely and contain agreed accurate communications information and data.

**Other duties**

* Support the wider Communications and Engagement team in the delivery of Nexus’ communications and engagement strategy, operational plans and engagement campaigns when necessary.
* Support the procurement of branded materials and merchandise for both Nexus and the DSA Helpline.
* Support the evaluation and quality assurance of service provision to benefit continuous improvement activity.
* Work in line with Nexus policies, processes, and procedures.
* Be flexible to work evenings and weekends as required.

**Personal Specification**

The postholder will demonstrate a proven track record of the essential skills, abilities, knowledge and/or qualifications required to be able to carry out the duties of this post.

**Essential Criteria**

* This role is suitable for a graduate with 1+ years of relevant volunteer, placement or paid experience, an individual educated to level 4 with 1+ years of relevant volunteer, placement or paid experience or someone who has completed an apprenticeship in a similar role and has gained 1+ years of relevant experience (e.g. marketing, digital, communications or media).
* Ability to manage a complex workload with competing priorities.
* Strong ability to work independently and to show initiative.
* Enthusiasm, drive and commitment to continuous improvement.
* Ability to demonstrate creative, logical and innovative thinking.
* Excellent verbal and written communication skills.
* Highly competent user of Microsoft packages and design packages such as Canva

**Desirable criteria**

* Experience of working in the voluntary sector.

**This job description is not incorporated into the employee’s contract of employment.  It is intended as a guide and should not be viewed as an inflexible specification. It may be varied from time to time in the light of strategic developments following discussion with the post holder.**