

Job title:	Income & Communications Officer
Salary:	£23k per annum; to be reviewed after 6 months
Hours:	35 hours per week (flexible – some evening / out of office hours including weekends; job shares considered)
Pension:	Employee's and employer's contribution matched up to 5% of salary
Annual leave:	25 days per annum pro rata (up to 5 additional days relating to continuous service)
Tenure:	Permanent
Based at:	Birmingham Settlement Sports & Community Centre, 600 Kingstanding Road, Kingstanding, B44 9SH; potential for hybrid working will be considered
Responsible to:	Income & Communications Manager
Responsible for:	No direct line management; but contributes to overall people development
Role Purpose:	To coordinate and support the Settlement's fundraising, enterprise and communications functions
Allowances:	This post qualifies for casual car user allowance
DBS:	This post requires Basic DBS clearance

Birmingham Settlement

Since 1899 Birmingham Settlement has been tackling social inequality and disadvantage; supporting people to live happier, more fulfilled lives. Our five organisational objectives are:

- 1) To improve financial resilience – people and communities
- 2) To build individual and community wellbeing
- 3) To develop people – skills, confidence, voice
- 4) To build environmental awareness and action
- 5) To build and maintain a sustainable organisation

We do this by maximising our assets to provide services and activities that support people to overcome the barriers they face and to take positive action on the issues that impact on their lives. Whether it be financial hardship, social isolation, unemployment, or other issues, we provide independent advice and support, wellbeing activities, and training and development opportunities that enable people to gain new skills, build confidence and establish social and community networks that create opportunity and improve lives.

About You

You will be a proactive, forward-thinking, creative, and dedicated individual who will support Birmingham Settlement to reach its income and communications strategy.

Highly organised with a passion for our cause, you will have close attention to detail and an eye for identifying and developing opportunities that further the Settlement's objectives. You will be familiar with all aspects of digital and non-digital comms and be able to adapt your excellent written skills for both content creation and writing compelling fundraising applications.

This is a versatile role, encompassing skills across fundraising and communications; you must be comfortable multi-tasking with a willingness to learn and take on new challenges.

The requirements listed below are broad definitions of the role. Birmingham Settlement reserves the right to amend and/or change these as and when it sees fit in line with changing needs. The post holder is expected, and agrees, as part of their role to be flexible to this end.

Key accountabilities/job purpose

1. Corporate Requirements:

- a) To positively represent and demonstrate a commitment to the aims, objectives and values of Birmingham Settlement at all times.
- b) To work cooperatively with colleagues offering support, advice, and contributing to the development, induction and training of staff and volunteers.
- c) To work at all times in accordance with, and to assist the development and implementation of policies and procedures for service delivery and Birmingham Settlement as a whole including:
 - a. Equal Opportunities and Diversity
 - b. Safeguarding
 - c. Health and Safety
 - d. Confidentiality
- d) To be approachable and willing to go the extra mile to ensure the best possible outcome for service users; ensuring Birmingham Settlement is the provider of choice; recognising the value of, and delivering excellent customer care.
- e) To ensure all service users have the opportunity to feedback, shape, and develop services; to identify their own aspirations and goals, and to direct their own outcomes.
- f) To develop and contribute to integrated working through communication and coordination of service delivery across Birmingham Settlement and its partners.
- g) To contribute to the sustainability of Birmingham Settlement via fundraising and income generation activities.
- h) To be self-administering, and to accurately record and work towards the achievement of agreed organisational, departmental, and individual KPIs and targets.
- i) To undertake training to meet new and developing needs.

- j) To carry out any other duties commensurate with the post as required by Birmingham Settlement.

2. Core Duties

- a) To coordinate and support the Settlement's day-to-day income and communications work including:
- The preparation and submission of appeals and updates / reports to funders;
 - To build and maintain effective relationships with existing donors through excellent communication and timely impact reporting;
 - To undertake research, identify gaps and opportunities, and build evidence-led applications;
 - To research and identify new funding opportunities e.g. trusts, statutory, donations, and corporate funding streams;
 - To prepare case studies and produce Cases for Support;
 - To manage the fundraising database to record and monitor the Settlement's fundraising and communications work.
 - To measure and monitor outputs and KPIs;
 - To support the Income and Communications Manager with other income generation strategies as required.
- b) To support the communication functions of the Settlement, including:
- To design and disseminate promotional material to further the work of the Settlement e.g. posters and promotional flyers;
 - To grow and connect with the Settlement's digital audiences through developing engaging multi-channel content including video to amplify our online presence;
 - To review and update the Settlement's website content;
 - To co-ordinate and develop the Settlement's social media activity;
 - To develop email marketing and contribute to newsletters and quarterly updates;
 - To contribute to the creation of impact storytelling;
 - To use measure and monitor outputs and KPIs;
 - To liaise with the Management Team to support their communication needs and support with efficient internal communications as required.
- c) To prepare, submit, and contribute to operational reports to the Chief Executive and Board of Trustees as required.
- d) To support fundraising and community events as required.
- e) Responsible for alerting the Income and Communications Manager of any areas of shortfall/concern.

3. Value for Money:

A key driver for Birmingham Settlement's sustainability must be the consideration of all aspects of value for money. All employees must contribute to this concept through:

- Effective role fulfilment.
- Effective joint working and integration.
- Continual evaluation of personal performance, service user feedback, benchmarking, KPIs
- Promotion of energy saving and cost reduction e.g. recycling, reusing, reducing; responsibility and commitment to energy saving utilities e.g. lighting, PCs, reduced printing.
- Promoting, encouraging and supporting volunteers.
- Maximising accessibility for volunteers across all service areas.

I understand and agree to the above terms and conditions of my role/job description

Signed **Date**

Person specification

Criteria	Essential	Desirable
Experience		
a) Experience of trust and foundation appeals including writing and submission of successful appeals.		X
b) Demonstrable experience of working in a service delivery environment.	X	
c) Experience of writing reports, including to deadlines, for a range of audiences and in a variety of styles.		X
d) Experience of producing publicity and visual communication material.		X
e) Experience of office administration		X
f) Experience of designing social media and website content.		X
g) Organising, managing events and activities		X
Skills and specialist knowledge		
a) High level written communication skills that can be adapted for different settings and audiences	X	
b) Ability to develop and implement strategies and work-plans	X	
c) Experience of social media for different audiences, website management and use of data analytics for reporting	X	
Education/Training and Qualifications		
a) Relevant professional qualification/willingness to work towards e.g., CIOF	X	
Communication/interpersonal skills		
b) Good verbal communication skills and with ability to positively liaise with funders and external agencies.	X	
c) Ability to use tact and diplomacy with a professional approach.	X	
d) Ability to work pro-actively, flexibly, and creatively with others.	X	
Equality and diversity		
a) An awareness and understanding of and commitment to, the principles of	X	

good practice in relation to equality and diversity.		
IT and technology		
a) A good knowledge of computer applications including MS Office, Database and infographics and a willingness to use IT and other office technology to more effectively carry out the duties of the post.	X	
Other		
a) Strong organisational skills with a systematic approach and the ability to work under pressure, to prioritise and meet deadlines and targets.	X	
b) Self-motivated with an ability to work on your own initiative.	X	
General		
a) Experience of working within the voluntary/charitable sectors.		X
b) A genuine passion and an understanding of the impact our work in communities including understanding of individual/community needs in the areas we serve.	X	
c) Ability to empathise with the different and often difficult circumstances experienced by our service users.	X	

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Signed **Date**