

Communications Officer/Manager Job Description

Reporting to: Chief Philanthropy Officer

Direct reports: none

Salary & Benefits: From £28,000 – £34,000, commensurate with experience. Benefits include health insurance, pension contribution. Flexible working considered

About the role

The Communications Officer / Manager will play a key role within a small team, responsible for the development and implementation of the Fund's communication activities. The role covers both direct communication activities, such as creation of newsletters and social media content, as well as those in support of the Fund's fundraising activities with high value givers. This role is offered either at Officer or Manager level with the eventual job title and salary, commensurate with experience, to be agreed during the interview process.

The role is based in the London office and requires close working with the volunteer Chief Executive, based in San Francisco, as well as other members of the team, such as the Grants Manager and Fundraising & Operations Officer.

Person specification

The role will suit someone with excellent communication skills, exceptional attention to detail, strong creative abilities and an understanding of the different communication needs of the Fund's key stakeholders. The successful candidate will have excellent interpersonal skills, be a highly organised self-starter and flexible and comfortable working in a fast-paced environment.

The role requires the ability to understand the complexities of a global organisation as well as being comfortable picking up general tasks as part of a small team. It involves some overseas travel, though is based primarily at our office in London. Sympathy with the teachings of the Catholic faith is essential, as is the ability to work with people from many different backgrounds and cultures.

Specific Responsibilities:

- Support the articulation of Fund messages and concepts for a range of communication needs, ensuring consistency of message and "look and feel" in all the Fund's external communications
- Execute the production of the Fund's newsletters to supporters, from initial concept development to distribution



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- Implement the Fund's social media activity across platforms, including strategy for audience growth and development
- Maintain and develop the Fund's website, ensuring it remains current and in line with the Fund's key messages
- Maintain and develop Fund's image library and development of audio-visual resources
- Manage key suppliers effectively and efficiently
- Lead the Communications aspect of the Fund's presence at key events, including the Lourdes pilgrimage, the Hospitallers' Conference, online conferences, and any other opportunities, liaising with other team members where required
- Work with the Grants and Fundraising teams to develop innovative and creative ways to communicate the impact of the work the Fund supports to donors
- Work with the Grants team to support production of content from grantees that can be used effectively by the Fund and by grantees themselves
- Work with the Order of Malta's central government to determine relevant messaging for the Fund that can be communicated via our own platforms to our own stakeholders

Essential Skills

- Educated to degree level
- Excellent written and spoken English
- Experience with social media and website administration (eg Wordpress)
- Good working knowledge of PowerPoint, Word, Excel and basic design software
- Ability to distil complex messages into clear and relevant communication for a range of audiences
- Project management experience
- Ability to think strategically and evolve work areas
- Interest in people and "can do" attitude
- Political diplomacy and sensitivity in navigation of complex organisations
- Ability to work with a variety of individuals from diverse backgrounds
- Sympathetic to the teaching of the Catholic faith and an interest in the Order of Malta
- Willingness to travel
- Ability to manage a varied workload and comfortable in a fast-moving environment, learning from doing
- Willingness to assist the team with any task, large or small

Desirable Skills

- Fluency in at least one other European language
- Knowledge of online marketing and growth strategies
- Experience with CRM databases (particularly Blackbaud/eTapestry)
- Experience with press and media strategies and work



**THE GLOBAL
FUND FOR
FORGOTTEN
PEOPLE**

The Order of Malta

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About the Global Fund for Forgotten People and The Order of Malta

The Global Fund for Forgotten People is a global fundraising and grant-making vehicle, specialising in major donor giving. It raises funds for and awareness of the works of the Order of Malta's entities around the world. The Fund is based in the UK, but operates as a global entity with a UK and US structure, and overall responsibility to the Order in Rome.

The Sovereign Order of Malta is one of the oldest institutions of Western and Christian civilisation. A lay religious order of the Catholic church since 1113 and a subject of international law, the Sovereign Order of Malta has diplomatic relations with over 100 states and the EU and permanent observer status at the UN. It is neutral, impartial and apolitical. The Order of Malta is active in 120 countries, caring for people in need through its medical and humanitarian works. Day to day its broad spectrum of social projects provide a constant source of support for those who would otherwise be forgotten or excluded by society.