

Job Description and Person Specification

Post title:	Communications and Engagement Officer
Responsible to:	CEO
Responsible for:	N/A
Starting Salary:	£23,330.97 - £25,757.55 – equivalent to £11.96 - £13.21 per hour.
Hours:	Full-time – 37.5 hours per week (fixed term to 31 March 2023)
Location:	Hybrid working - Remote working / Bristol or Greater Manchester office, dependent on location.

Background

The Independent Mental Health Network (IMHN) represents a diverse community of **past, current and future users of mental health services**, as well as those with lived experience of mental health.

By working together, **we believe that we can be a force for positive change** in the way that mental health is treated, perceived, and recognised.

At our core, IMHN aims to:

- provide a safe space for people to confidentially share their needs and experiences of services, while we campaign for change by holding local providers to account
- act against discrimination, and promotes a positive understanding of mental health through education
- challenge current practice, so that we can increase parity of esteem and instigate worthwhile change, allowing people to access the care that they deserve.

Job Summary

The post-holder will be expected to support our engagement and co-production work, which will involve working closely with different stakeholders, including: IMHN Board of Trustees, IMHN members, funders, providers of mental health services, etc.

This will also include providing support for representatives with lived experience of mental health problems attending meetings and engaging in shaping mental health support on behalf of the organisation.

A core focus of this post will be on delivering effective communications for the charity through a variety of mediums. This will include print based, social media and website. There will also be the opportunity for the post-holder to lead on the development of a communications strategy for the organisation with appropriate support.

The post-holder will ensure that communications are adequately planned and resourced. This includes supporting the wider team in delivering to high standards, on time and to budget.



The post-holder will be required to follow the governing documents and policies and procedures of the organisation at all times. This includes positively engaging with the culture of IMHN as a member-led organisation.

The post will be a hybrid role, combining remote working with some days in either the Greater Manchester or Bristol office (dependent on your location). There will also be the opportunity for flexible working. This will include travel to meetings across the area the post is based in. The role may also include occasional evening and weekend working hours.

Please note: the successful candidate will also be required to undertake an enhanced DBS check.

Key Responsibilities:

1. Project Support

- Provide high quality administrative and project support to the Project Manager.
- Provide project updates and reports via Excel and any other tracking systems as required.
- Carry out meeting administration – including booking rooms, equipment and taking minutes, liaising with project teams regarding arrangement for meetings.
- Support other strands of the programme of work as and when required.

2. Communications and Engagement

- Maintain and develop the websites of the organisation, ensuring they are kept up to date.
- Maintain and develop the social media accounts across the organisation, ensuring a consistent presence of IMHN across appropriate social media platforms.
- Provide inbox management support to key email accounts, ensuring queries are responded to and actioned in a timely and appropriate manner.
- Develop and send out monthly newsletters to the local network.
- Ensure our CRM and mailing lists are kept up to date, so stakeholders receive appropriate communications.
- Communicate opportunities for user-led organisations / people with lived experience of mental health to get involved in the work of the organisation.
- Lead the development of a communications strategy for the organisation.
- Coordinate and organise events with relevant stakeholders, including our mental health conversation events.
- Attend meetings with representatives where appropriate to support them in making contributions to meetings and the development of mental health support.
- Support lived experience representatives to carry out their roles effectively. This includes supporting the gathering and analysis of insights and other administration.

- Support monitoring and evaluation of our activities in a proactive and coordinated manner. This includes the development of an annual impact report.
- Develop background knowledge of areas of mental health that you are supporting lived experience representatives to engage with.

3. Coordinate branches

- Provide high-quality administrative support to branches of the organisation.
- Ensure that as part of branch development, a diverse range of people are able to participate in the work of branches.
- Develop strong and effective working relationships with network members.

4. Membership Support

- Help maintain a membership database for the organisation, ensuring that it is regularly reviewed and updated.
- Ensure activity that representatives are involved with is appropriately logged on our CRM system.
- Provide support and responses to queries and ideas from members, seeking advice and guidance from your line manager as appropriate.

5. Working with Stakeholders

- Ensure appropriate input and engagement is sought from varying levels of the organisation to ensure effective implementation of plans and protection of the reputation of the organisation. This may include soliciting advice and guidance from your line manager, members of IMHN, members of the Board of Trustees and external funders as appropriate.
- Maintain and develop effective working relationships with members and elected representatives of the network to support the achievement of organisational objectives.

6. **Volunteer Coordination**

- Coordinate volunteers engaged with the organisation. This includes undertaking supervision, appraisals, and providing feedback to volunteers as appropriate.
- Provide timely support to volunteers to assist them in completing their volunteering activities to the best of their ability.

7. **Miscellaneous / Other Duties**

- Responsible for any other reasonable duties as required by the organisation.
- Always represent IMHN in a professional manner, always acting as an ambassador for the organisation.

Person Specification

Attribute	Essential	Desirable	How this will be assessed
Education and Qualifications		<ul style="list-style-type: none"> • Educated to degree standard or equivalent experience • Mental Health First Aid (MHFA) trained or other appropriate qualification 	Application
Skills and knowledge	<ul style="list-style-type: none"> • Understanding of the issues affecting people with lived experience of mental health problems • Excellent verbal and written communication skills • Excellent negotiation and interpersonal skills • Excellent IT and organisational skills • Able to coordinate social media across multiple platforms • Understanding of safeguarding processes and how to work with potentially vulnerable adults 	<ul style="list-style-type: none"> • Knowledge of risk management, General Data Protection Regulations (GDPR) and equalities legislation and good practice • Understanding of relevant health & safety legislation 	Application Interview
Relevant Experience	<ul style="list-style-type: none"> • Experience of delivering effective communications • Experience of coordinating social media platforms • Experience of engaging with a diverse range of communities • Experience of record keeping and the handling of sensitive and confidential information • Experience of working and building relationships with people with lived experience of mental health problems • Experience of undertaking research and reporting insights • Experience of working with a range of stakeholders 	<ul style="list-style-type: none"> • Experience of working in a mental health setting • Experience of working with volunteers • Experience of delivering training • Experience of casework, advice or advocacy • Experience of working in a democratic or membership environment • Experience of coordinating events • Experience of using a CRM system 	Application Interview

<p>Personal Qualities</p>	<ul style="list-style-type: none"> • Demonstrable experience of working within a team • An approachable, problem-solving attitude • Ability to work unsupervised and on own initiative / proactively • Ability to manage competing demands and prioritise effectively • Flexible and adaptable approach • Ability to motivate others • Commitment to equality, diversity and inclusion • Commitment to challenging mental health stigma and discrimination • Commitment to managing personal effectiveness 	<ul style="list-style-type: none"> • Lived experience of mental health problems 	<p>Application Interview</p>
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