



STREETDOCTORS

Job Title:	Communications and Policy Officer
Job Type:	Permanent
Working Hours:	37.5 hours (or 5 days) a week, inclusive of a 30 minute lunch break. The nature of StreetDoctors' work means that some evening and weekend working will be required.
Salary:	£27,000
Reports to:	CEO
Responsible for:	<ul style="list-style-type: none">• Working with our Senior Team to develop and deliver StreetDoctors' internal and external communications activity and marketing• Developing and coordinating StreetDoctors' policy influencing activity• Putting young people's voices at the heart of both our communications and policy work
Main Purpose of Role	
Working with our Senior Team to develop and deliver our internal and external communications activity and marketing and our policy influencing	
Main Duties & Responsibilities	
Communications and Marketing <ul style="list-style-type: none">• Develop and implement StreetDoctors' external communications strategy and plans ensuring messaging uniformity and discipline• Review all StreetDoctors marketing collateral and iterate to ensure quality control and improvement• Manage StreetDoctors' press and media work and seek out opportunities to promote StreetDoctors and its programmes• Develop, manage and maintain StreetDoctors' social media accounts and website• Draft, proof read and amend various communications resources including newsletters, reports, infographics, letters, press releases, presentations and other such documents• Coordinate visits to our programmes by often high profile individuals and organisations• Embed the views and voices of young people in all communications activities• Review and improve internal communication channels and content between our central staff team and volunteer network• Work alongside our Volunteer and Youth Engagement Manager and National Volunteer Coordinator to ensure high quality communications between and on behalf of volunteer teams• Ensure all training materials are user friendly and consistently updated• Assist our Senior Team and Trustees in identifying and managing potential risks related to StreetDoctors' communications and public image• Write and submit applications to relevant and appropriate sector awards• Work with relevant team members and consultants to assist in collecting impact from the team and external organisations or individuals including through reports, case studies, comments and messages and other feedback• Assist with general fundraising events and assist in promoting the organisation's work with young people to the wider community	
Policy <ul style="list-style-type: none">• Review the relevant policy landscape in relation to youth violence and pinpoint where StreetDoctors could add value• Develop a set of StreetDoctors policy positions• Working with the CEO and other key staff influence relevant policy and practice using our data, evidence and insights into the needs of those affected by youth violence	

- Raise awareness through policy influencing of the underlying causes of youth violence and champion trauma informed perspectives requiring a systematic public health, multi-agency approach
- Coordinate StreetDoctors' involvement in evidence submissions, external advisory panels, task forces and similar groups
- Embed the views and voices of young people in all policy influencing activity

Other Duties

- Implement all StreetDoctors safeguarding policies and procedures in relation to communications and policy functions
- Contribute to administrative tasks, including proof reading, answering the phone, greeting office visitors, and miscellaneous support tasks for the Senior Team
- Promote and encourage an organisational culture that is consistent with StreetDoctors' values
- Actively participate in staff meetings, and meetings with your line manager ensuring your workplan and associated KPIs are met
- Assist in maintaining good working relationships with StreetDoctors' stakeholders, project partners and other agencies, and represent StreetDoctors at external meetings as required
- Play your part in ensuring that all StreetDoctors policies and procedures are followed, including Health and Safety, Safeguarding, Data Protection and Equal Opportunities. Report any concerns to an appropriate member of the Senior Team
- Work as a member of the StreetDoctors team and assist as required across all the organisation's projects, including carrying out any other duties that may be required to meet the needs of the charity

Person Specification Criteria	Essential/ Desirable
<p>Experience</p> <ul style="list-style-type: none"> • Proven ability to develop and implement both external and internal communications strategies • Proven ability to produce high quality written materials • Expert oral communication skills • Experience of developing high quality social media content to increase followers and iterating websites to improve navigation, content and functionality • Expertise in development of external and internal narratives and the importance of message uniformity and discipline • Ability to analyse and make recommendations on complex and occasionally conflicting communication issues, ensuring consistency across a range of messaging and balancing the interests and concerns of diverse stakeholders • Proven ability to identify strategy, initiate and manage projects and consider risk • Experience of policy development in social policy at a national and local level including production of high quality written work to influence policy outcomes and proven ability to present and explain policy positions to external audiences. • Understanding of the key role safeguarding plays in working with young people at risk through communications and policy influencing channels, and practical experience of implementing safe procedures using best practice in previous work 	<p>E E E E E D D D E</p>
<p>Knowledge & Qualifications</p> <ul style="list-style-type: none"> • Educated to degree level or experience which demonstrates equivalent analytical ability • A detailed understanding of the policy environment, political institutions and the process of government • Detailed understanding of best practice in communications and increasing engagement across all channels • Clear understanding of the policy issues around youth violence, the public health approach, youth activism and volunteering • Understanding of the key role safeguarding plays in working with young people at risk through communications and policy influencing channels 	<p>E E E D E</p>

<p>Skills/Competencies</p> <ul style="list-style-type: none"> • Ability to respond to changing external agendas, often at short notice • Ability to familiarise yourself quickly with an issue you have not worked on before, diagnose often complex and technical issue and their implications, and identify solutions. • Ability to be flexible in a rapidly changing environment and adapt plans accordingly. • Excellent communication skills, both written and oral • Ability to gather and research information from a broad range of sources, to interpret complex and technical information and to analyse data to inform policy • Numeracy and ability to handle statistical information 	<p>E E D E D</p>
<p>Behaviours</p> <ul style="list-style-type: none"> • Communicate diplomatically with a range of stakeholders • Ability to work on your own initiative and as part of a team • Exceptional organisation skills 	<p>E E E</p>

Please note it is StreetDoctors policy that all postholders are subject to a DBS check

How to Apply

If you are interested in being considered for this role, please submit a full CV with a cover letter (no more than two sides) explaining how you believe you can fulfil the role requirements to recruitment@streetdoctors.org by no later than **9am on 12 September 2019**.

Interviews will take place in London on **25 September 2019**. Successful candidates will be notified by close of business on **27 September 2019** at the latest.