

Communication officer – job description

About stroke

Stroke is the cause of the most cases of serious disability, and one of the biggest killers of people across Europe, with a 30% increase in those affected by stroke predicated by 2030. There are millions living with the effects of stroke, as stroke survivors and carers, and they need support and a voice in decision-making.

About us

SAFE is a non-profit-making organisation formed in 2004 in Brussels, Belgium. It is the voice of stroke survivors in Europe, representing a range of stroke support organisations from more than 30 European countries.

SAFE's vision is to greatly reduce the number of strokes in Europe and ensure that all those touched by stroke get the support they need, including advocating for improvement. We engage in activities such as education, supporting national stroke patient support organisations (SSO's), campaigning and encouraging research, all of which contribute to the advancement of stroke prevention and the improvement of the quality of life of stroke survivors, their families and carers.

SAFE aims to attract and retain the best people. We offer home and flexible working. Regular 1:1s, as well as team meetings are important to us to help you achieve your work objectives. We want to support people who work with us and provide opportunities for development.

About you

We are looking for someone who has a passion for health and engaging with our members and the public. Reporting to the Director General, you will work within a small, innovative team.

You will be an adaptable self-starter with interest in developing a career in the NGO/health sector or be someone who has had a successful career and wishes to work fewer hours per week but still deliver on important work.

You will have excellent copywriting and editorial skills alongside a demonstrable ability to manage projects and an ability to adapt to different audiences. You will be creative and enthusiastic and will have experience in using all forms of digital communications in a professional capacity. You will also have excellent administrative abilities and organisational skills.

You will be motivated, conscientious, trust-worthy and a team player with excellent interpersonal skills.

About the role

The role:

- Offered on a fixed term basis.
- Self-employed, part time (flexible but minimum of one day a week), 8-month contract, €13,500
- Location: home based
- You will have access to your own laptop and internet access

You will play a key role in communicating our work with our member organisations, stroke survivors and wider stakeholders.

You will do this by helping to deliver key projects, and developing inspiring, engaging content across our website, social media and email channels. You will also provide key administrative functions, thereby playing a vital role in ensuring the smooth running of SAFE.

Delivering key projects, many through partnerships with our member organisations:

- Raise awareness of stroke issues and SAFE work on World Stroke Day
- Coordinate the launch of the next phase of Economic Impact of Stroke in Europe research
- Promote the first European life after stroke forum conference
- Market our e-learning tool, Stroke Support Organisation Faculty Tool (SSOFT), to stroke survivors and healthcare professionals
- Coordinate the dissemination of the EU research projects that we are involved in
- Communicate the work of the Stroke Action Plan for Europe implementation committee
- Coordinate the translation, updating and reprinting of our patient information literature/Angels literature if required
- Support the communications around our Stroke Action Plan for Europe policy work.

Developing inspiring, engaging content across our website, social media and email channels:

- Manage the website and social media accounts
- Keep the news/resource pages of our website up to date
- Coordinate the production and delivery of key communication channels such as the membership email
- Monitor the success of our communications through regular evaluation
- Manage the design and production of our materials

General responsibilities

- Have empathy with the aims, goals and values of the SAFE, and a commitment to support delivery to meet these
- Respond to email and phone queries
- Contribute positively to team meetings, team working, and collaboration

- Take direction on projects and priorities, which may vary from time to time
- Be self-servicing and able to act on own initiative where necessary
- Be prepared to be both proactive and reactive.
- Develop an understanding of stroke issues
- Represent the SAFE at external meetings where required
- Support the secretariat at our events, undertaking tasks such as registration, setting up/taking down, facilitation of workshops.
- Abide by organisational policies and practices, including the equal opportunities policy
- Undertake other tasks that may, from time to time, be necessary and compatible with the nature and grade of this post.

Person specification

Experience and knowledge

Experience of writing for a range of audiences	E
Experience of producing written communications, such as newsletters, letters, reports, PowerPoint presentations	E
Experience in promoting key messages and calls to action to members, healthcare professionals, and the public (for example raising awareness of a health issue, a report launch, a new conference)	E
Experience in writing press releases and targeting the media	E
Proven administrative abilities (for example, organising meetings, managing diaries and emails, taking minutes)	E
Experience of communicating to different audiences across Europe	D
Experience in using social media in a professional capacity	D
Experience in updating website platforms in professional capacity, ideally WordPress	D
Experience of using email software, ideally MailChimp	D
Some knowledge of a relevant area of policy (health/social care/welfare) or the ability to quickly learn about a new area of policy	D
Experience of undertaking and analysing research, including surveys and interviews	D

Personal attributes and skills

Excellent standard of English and communication skills, both oral and written	E
Able to use initiative and judgment in problem solving	E
Excellent interpersonal skills	E
Ability to learn quickly	E
Team player, with a cooperative, adaptable and collaborative working style	E
Conscientious and trustworthy, particularly when working unsupervised	E
Ability to prioritise workload and manage time effectively	E
Excellent attention to detail with the ability to maintain accuracy at all times	E
Ability to maintain political impartiality and be discreet	E
Excellent IT skills and particularly Microsoft office and collaborative working tools/applications	E
Knowledge and competence in a language other than English	D
Ability to understand and interpret data, including numerical data	
An empathy and understanding of the issues facing stroke survivors and those closest to them	D

E = Essential D = Desirable

To apply

If you have any questions about the role or the work of the SAFE, please do not hesitate to get in contact with Arlene Wilkie, Director General arlene.wilkie@safestroke.eu

To apply, please submit a personal statement, in English, no more than two sides of A4, detailing how you fit the person specification, along with your CV and a completed equal opportunity monitoring form to arlene.wilkie@safestroke.eu.

The deadline for application is 17:00 GMT time, 24 July

All applications will be acknowledged

Interviews will take place via videoconference on Thursday 30 July and Friday 31 July

WE LOOK FORWARD TO HEARING FROM YOU