

# **SUSSEX COMMUNITY DEVELOPMENT ASSOCIATION**

## **Job Description:**

### **Community Communications Officer**

**Reporting to: Community Development & Health Programme Manager**

**Work pattern: 25 hours per week (to be worked somewhat flexibly to meet imposed deadlines) – permanent contract, based at Cavendish House offices and DICC, Newhaven.**

**Salary: £26,232 - £31,349 per annum pro rata dependant on skills & experience (upper levels awarded for significant previous experience)**



# The Organisation

SCDA was founded in 1997. Its primary purpose is the development of sustainable community-based regeneration initiatives addressing the economic, environmental, and cultural and community needs, and particularly addressing the needs of people with complex challenges in the community.

SCDA now runs a range of projects and services aimed at supporting community involvement across East Sussex. Funding has been secured from a range of sources including Lottery Community Fund and charitable trusts as well as contracts to deliver services and run projects across East Sussex, including from the DWP, ESCC & Home Office.

To support its core activities SCDA also runs a number of Social Enterprises. These include Denton Island Nursery, rated as 'Good' by Ofsted, and two charity retail shops.

For further reading and information regarding SCDA's Vision please visit:

<https://sussexcommunity.org.uk/wp-content/uploads/2023/03/Our-Vision.pdf>

There are 12 main service areas grouped under 3 broad headings:

Employability – supporting unemployed people across East Sussex, specialising in those who find it hardest to find and sustain paid work.

Community Advice & Wellbeing – delivering a variety of services aimed at promoting inclusion for people from culturally diverse communities; facilitating new work into tackling loneliness & social isolation; offering mental health support via a range of counselling services, support for those bereaved by or at risk of suicide, and offering access to a range of specialist advice provision through partners.

Community Development & Health – including Youth activity provision locally; delivering a range of services around emergency and community food & food security; green and open spaces; promoting physical activity and mental health; raising the profile of communities in which we work through regular community events; offering Family Learning and Inclusion activities for parents and carers of Under 5's and those aged 5-11 years old.

SCDA has a strong track record in partnership working and in the quality of service delivery to meet the complex challenges experienced by many people within in the community, and helping make a difference.

## The context of the job

The organisation currently employs circa 70 employees across premises in Newhaven, Eastbourne & Hastings. SCDA values teamwork and supporting colleagues and expects all members of staff to demonstrate flexibility within their specified job role, and offer support to other team members as and when required.

From time to time the post holder may be required to work outside of normal office hours to meet service user, volunteer and community needs, and to assist with and support community interest or other network events. Additional remuneration is not applicable, as time off in lieu may be granted in accordance with the policy, or preferably work pattern flexed in the week before or after such events occur.

# **The Project & its Purpose**

Lewes District Community Action Network (LDCAN) is supporting the grassroots Voluntary, Community and Social Enterprise (VCSE) sector across Lewes District. Delivered by SCDA as part of a three year commission from East Sussex County Council (ESCC), which appointed SCDA as the lead infrastructure organisation for the District. LDCAN is the name of the Community & VCSE Infrastructure Programme being delivered through this commission.

LDCAN aims to ensure that smaller and micro VCSE groups have the tools and support they need to continue responding to local needs, building connections, and creating positive change. LDCAN builds on the learning and ethos of the Making it Happen programme, which demonstrated the power of community-led action and the importance of nurturing local assets, relationships, and leadership.

The VCSE sector is a vital part of our local 'ecosystem' in Lewes District, delivering essential services that improve lives and strengthen communities. The State Of The Sector report highlights that over 3,500 VCSE organisations currently operate across East Sussex and they offer comprehensive coverage and value.

## **Job Purpose**

The Community Communications Officer will help VCSE (Voluntary, Community and Social Enterprise) organisations in Lewes District stay informed, connected, and supported. The role focuses on clear, engaging communications and practical support for events and training, working closely with SCDA's Senior Community Development Worker and the wider team.

## **Main Tasks**

### **Key Responsibilities**

#### **Communications**

- Produce and send regular newsletters to VCSE groups using Mailchimp (or similar), sharing news on training, funding, and sector updates.
- Work with the Programme Manager to develop and deliver a communications plan for Lewes District CAN that supports local engagement and sustainable community activity.
- Manage and maintain mailing lists for VCSE groups, ensuring accurate records and organising contacts into themed segments for targeted communications.
- Keep the Lewes District CAN pages on the SCDA website up to date with training courses, resources, and news, removing outdated content promptly.
- Monitor and report on engagement metrics to improve communications strategy.
- Create clear, accessible content and resources with the Community Development Worker, using templates and tools as needed e.g. Canva.

#### **Community Development**

- Be an active member of the Community Development & Health Team and Lewes District CAN delivery team.
- Lead on event administration, including setting up Eventbrite listings, managing bookings, and arranging venues for training and network events.
- Support community engagement by attending networks, helping run events, and working with Lewes District CAN members.
- Ensure media consent forms are completed and permissions obtained for photos.

- Take photos at events and share them on different platforms to promote participation and raise the profile of LD CAN and SCDA.
- Collect and share good news stories about community activity and volunteering across Lewes District.
- Represent SCDA on the TRIBE working group (the main volunteering hub for East Sussex), collaborating with the web designer and other lead infrastructure organisations to review and enhance the site, making it more effective and user-friendly for volunteering.

**Other:**

- Any other duties commensurate with the role and level of responsibility and to ensure a quality service is provided.

## **EQUAL OPPORTUNITIES**

Sussex Community Development Association is working towards equality and has policies relating to the equality of opportunity in employment and service delivery. All staff are expected to comply with these policies.

## **HEALTH AND SAFETY**

All staff have responsibility to maintain the health and safety of themselves and others within the performance of their duties in accordance with SCDA health and safety policies and to undertake specific health and safety responsibilities as necessary.

**This job description will be reviewed from time to time or as necessary and may be amended to meet the changing needs of the organisation. It will also be used as the basis for the determination of objectives and the content is subject to annual review.**

**Signed by post holder:.....Dated:.....**

## **Person Specification**

### **Qualifications:**

#### Essential

- Relevant business or professional qualifications or experience that demonstrates competency

#### Desirable

- Academic qualification e.g. degree
- Digital content creation and/ or track record of marketing and promotions skills/experience

### **Experience:**

- Experience working in the community and VCSE sector
- Knowledge and working understanding of what community groups need to thrive and be sustainable
- High level writing skills and strong face-to-face engagement
- Experience of writing engaging community-facing content
- Experience in developing and sustaining newsletter content and distribution
- Experience of creating resources, workbooks, tools, templates, toolkits
- Experience of working with databases and mailing lists
- Experience of social media platforms and emerging use of AI in marketing and promotions work.

**Skills, Abilities and Knowledge:**

- Excellent organisational and workload management skills
- Excellent communication skills, including high standards of written communication, grammar and spelling
- Understanding and experience of effective community development and community development approaches
- Ability to manage multiple deadlines and priorities for a range of stakeholders
- Advanced Microsoft Office skills
- Knowledge and use of social media platforms
- High level of accuracy and attention to detail
- An understanding of the principles of and commitment to providing a high level of Customer Service.

**Essential personal qualities:**

- Appropriate soft skills including tact, firmness and personal credibility
- Ability to express views clearly and concisely
- Approachable and open to working with a wide range of people
- Commitment to team working yet ability to work with minimal supervision
- Commitment to quality
- Understanding of and personal commitment to implementing anti-discriminatory practice

**Circumstances:**

- To be able to travel around the East Sussex area easily and economically
- Willing to undergo health and DBS checks as required.