



A positive future for EU citizens in the UK

0330 223 5336

info@settled.org.uk

settled.org.uk

R1.3 Riverside House, Newport Market,
Upper Dock Street, Newport NP20 1DD
Charitable incorporated organisation No. 1184580
OISC No. N201900057

Job description

Job title: Information & Communications Co-ordinator
Reporting to: Public Affairs Manager
Duration: 14 hours per week for 12 months with the possibility of extension.

About Settled

Settled is a charity founded in 2019 to ensure that EEA and Swiss citizens who previously made a home in the UK could retain and exercise their rights here following the UK's exit from the EU. Our work includes helping EU citizens and their families to secure their immigration status under the EU Settlement Scheme and supporting them to exercise their rights to live, work, access services, join family and travel freely in and out of the UK. We have a particular focus on the needs of vulnerable groups such as children, the elderly, Roma communities and victims of domestic abuse and trafficking. In early 2022 our work expanded to include a new pre- and post- arrival advice service for people coming to the UK from Ukraine.

Settled provides information, advice and support services throughout the UK via multilingual telephone helplines and online forums, and in person. It is registered to give immigration advice at OISC Level 3. A small staff team co-ordinates a multidisciplinary network of 50+ volunteers of different nationalities and languages.

Several million EU citizens and their family members live in the UK. Exact figures are unknown but by January 2025, over 8 million applications have been made to the EU Settlement Scheme, 5.7 million EU citizens had been granted status under the EU Settlement Scheme and an unknown number are in the UK but have not applied. There remains large-scale need for support with this system and for advisers to act as intermediaries with authorities to ensure EU citizens overcome barriers to accessing benefits, healthcare and other services, and can rent properties and take up opportunities for work, study and voluntary activities. Even for those EU citizens who can exercise their rights without difficulty, we know that Brexit has had a complex impact on their emotional wellbeing. Ukrainian citizens similarly need a sense of inclusion and belonging. Practical interventions are needed to increase respect for the heritage and

culture of EU and Ukrainian citizens and their contributions to the UK and encourage their part in the future of this country and the future of Europe.

Main purpose of the job

To provide essential, reliable, impactful information and communications so that Settled can develop its capacity, achieve its mission and meet the needs and expectations of its beneficiaries.

Responsibilities

Co-ordination of communications

Work with Settled's Public Affairs manager to plan and implement a communications strategy, so that what and how we communicate creates the change we want to see. Prioritise issues of most relevance to EU and Ukrainian citizens for focused attention.

Operate, update and improve Settled's communications technologies and platforms, their content and style.

Seek opportunities and provide encouragement for staff, volunteers, clients and others with lived experience, to contribute to Settled's communications channels and to mainstream media, sharing their voices and experiences in a creative, collaborative and impactful way.

Build Settled's reputation, appeal and impact among clients, volunteers, external service-providers, decision-makers and members of the public.

Website, social media, e-comms and printed information

Oversee the functionality and content of Settled's main website, ensure it is accessible, engaging, relevant and credible, ensuring consistency across the site and careful editing with speakers whose English is second language in mind.

Contribute to keeping Settled's Culture website up to date, by publicising and promoting artistic and cultural work by, for, or about EU citizens in Wales to celebrate positive contributions and reduce their sense of alienation.

Coordinate the production, design, translation, printing and distribution of information in leaflet format and other formats (printed and digital) for clients, the public and for other

service providers (e.g. NHS, DWP, landlords, employers). Arrange good quality translation where appropriate.

Manage Settled's social media accounts responsibly and ensure that they remain active and popular, including but not limited to: Facebook, Blue Sky, Instagram, LinkedIn and Youtube. Experiment with newer, more interactive media (such as Tik Tok) and contribute to the production and cataloguing of more visual content (photos and videos) for fundraising purposes and as campaigns and advocacy increase.

Ensure production of high-quality digital output, including infographics, short videos and recordings, tailoring content to different audiences, commissioning and managing freelance support as required.

Contribute to writing and producing Mailchimp e-newsletters, appeals and other communications aimed at increasing our supporter/donor base. Carry out other tasks as needed to increase our supporter/donor base.

Information management

Maintain and develop record systems at Settled. Encourage team-members to contribute information through our CharityLog database and through anecdotes and case studies. Analyse and produce reports with recommendations to add to our understanding of the needs of beneficiaries, emerging issues, the service delivered and its impact.

Ensure Settled meets relevant legal and professional requirements for confidentiality and data protection.

Volunteer management

Delegate aspects of our communications to volunteers and supervise their activities.

Abide by processes for managing volunteers effectively. Ensure that volunteers understand the importance of data gathering for Settled and keep records up to date.

Ensure that volunteers understand when to seek your expert advice, and when and how to refer to other staff for help.

Standard tasks for all posts

1. Develop and maintain suitable record-keeping for your area of responsibility covering activities delivered, outcomes achieved and feedback. Analyse results, produce reports for internal monitoring and for funders and plan for greater impact.
2. Ensure that you have sufficient technology to carry out your responsibilities, collaborating with Settled's IT support contractor as needed.
3. Manage expenditure for your area of responsibility in accordance with Settled's financial management policies and ensure reasonable care is taken of Settled equipment.
4. Follow good practice guidelines on volunteer management and retention, including risk management. Foster a culture of respect and teamwork between volunteers and staff.
5. Maintain good relations with other related organisations and professional networks. Be an ambassador for Settled, helping to communicate its achievements and vision to a wider audience. Share learning from Settled's services, taking appropriate account of confidentiality and respect for clients.
6. Be alert to new funding opportunities that can sustain Settled's work and report these to other members of the team.
7. Work supportively within a busy staff team, participate in internal meetings and planning processes and contribute to organisational development. Attend Settled's annual general meeting. Undertake ad hoc tasks compatible with the role in order to ensure the smooth running of the service and the organisation.

Person Specification

Important note: Settled is proud of the diversity of its friendly and supportive staff team. Our staff are from a wide range of nationalities, backgrounds and life experiences. Below is a list of what we think is needed to succeed in this job. We warmly encourage candidates from all backgrounds to apply and recommend that you explain how your own unique experiences and skills match these requirements. We are listening!

Professional knowledge, skills and experience

1. Excellent English language writing, editing and presentational skills. Ability to write clearly, succinctly and memorably and produce accurate material to deadlines for diverse audiences.

2. Knowledge of and interest in issues facing EU citizens in the UK, and the services available to them; and willingness to learn.
3. Significant creative and technical expertise, experience and confidence to carry out and improve various communications functions (e.g. website editing and management, social media, electronic newsletters and printed leaflets).
4. Experience in database management. Ability to record and analyse information and share learning, taking appropriate account of confidentiality and data protection.
5. Able to work remotely and to attend occasional meetings elsewhere in the UK.

Personal skills/qualities

1. Demonstrably strong interpersonal, networking and collaboration skills. Ability to work with others to co-create, share and promote effective communications material through a range of platforms and channels, including telling their own stories.
2. Honesty, integrity and good listening skills. Can work ethically and sensitively with beneficiaries, volunteers and supporters.
3. Positive and proactive, with the drive to succeed. Able to prioritise tasks and resolve problems.
4. Enjoys responsibility, able to work independently. Well-organised, with meticulous attention to detail.
5. Ability to set and achieve goals within agreed timescales. Flexibility to vary working hours in order to respond to deadlines or opportunities. Resilience under pressure.
6. Ability to work supportively and effectively in a national charity with a busy team of staff and volunteers.
7. Commitment to equal opportunities.

February 2025