

Job description: Communications Officer

1. General

- **Job Title:** Communications Officer
- **Location:** UK (Hybrid)
- **Reporting to:** Senior Communications Manager
- **Contract:** Full-time, fixed term (to end March 2026)
- **Salary:** £ 35,507.12
- **Deadline:** 09:00 am UK, 19th August 2025 (on a rolling basis)

Note: CR is looking to fill this role as soon as possible, so it is announced on a rolling basis; applicants who meet the criteria will be interviewed immediately. Please submit your applications as soon as you can, and don't wait to apply closer to the deadline. Only Shortlisted candidates will be contacted.

2. Organisational information

Conciliation Resources

Conflict is difficult, complex and political. The world urgently needs to find different ways to respond. Conciliation Resources is an international organisation committed to stopping violent conflict and creating more peaceful societies. We work with people impacted by war and violence, bringing diverse voices together to make change that lasts.

For over 30 years, we have been making peace possible. We currently have over 80 full and part time staff members, working mainly out of the London and Australian offices. We work with over 100 locally-based and international partners worldwide.

Communications

The Communications team currently consists of the Senior Communications Manager. The Communications team has oversight over all areas of organisational communications including the website and digital communications, branding, media relations and production of content. The Communications team works closely with other staff members across Conciliation Resources to provide specialist support and advice to colleagues and partners, and to develop and implement strategies. The Communications team is part of the Development and Communications team, which consists of three staff.

3. Job overview

Job purpose

To assist in implementing Conciliation Resources' Communications Strategy and communicating effectively with target audiences, as well as to provide support to ensure the efficient and smooth running of the Communications team's activities, monitoring and reporting.

Scope and accountability

The Communications Officer works as part of the Communications team to support the delivery of a range of tasks across digital, non-digital and internal communications. They provide support to the Senior Communications Manager, and the wider organisation.

4. Specific tasks and responsibilities

Content creation and promotion

- Assist in keeping Conciliation Resources' social media channels up-to-date, by planning, creating and publishing compelling content, including text, images and video, and engaging with content from peer, donor and partner organisations.
- Create written and visual content (including video) for our online and offline communications channels, including the website.
- Create and distribute six monthly e-newsletters.
- Schedule quarterly content meetings with the programme and communications teams and capture compelling stories and activities, as well as effective ways of communicating our work, to support the creation and delivery of quarterly content plans.
- Support the management of Conciliation Resources' multimedia resource library, including ensuring images are uploaded, captioned and tagged correctly, and training relevant staff across the organisation in using this platform.
- Source photographs (and support with commissioning photographers if necessary) and support staff in the taking and use of photographs, to ensure we always have a bank of strong images to reflect our work.

Internal communications

- Review, update and maintain branding and communications, materials, guidelines and toolkits for staff.
- Provide training to Conciliation Resources' staff on the use of our multimedia database (ResourceSpace).
- Develop strong internal relationships and information-sharing across Conciliation Resources.

Monitoring, research and administration

- Provide administrative support to consultants and contractors on specific projects as required.
- Manage and maintain the communications inbox, responding to and flagging appropriate messages for follow-up.
- Request and collate information and assets from programme teams to assist in the production of the 2025 annual review.
- Organise and take minutes of team meetings and meetings with other parts of the organisation.
- Coordinate and support with logistics for events, for example our 30th anniversary event.

- Conduct online research and assist in the identification of communications opportunities, as and when required.
- Update organisational databases, electronic and paper filing systems with accurate and up-to-date information.
- Perform other duties and tasks, consistent with the skills and expertise, as required in non-routine circumstances.

5. Person specification

Experience and knowledge

- Extensive experience of writing for different audiences and for different channels.
- Knowledge of different communications approaches, including social media platforms and experience of communicating effectively via these platforms.
- Knowledge and experience of creating different types of content, including social media posts, graphics, photos, articles and video/audio content.
- Experience of using website CMS (Drupal).
- Experience of administration, including maintaining electronic databases and filing systems.
- Experience of working in a team and supporting others.
- Previous experience in a Communications or related role.
- Interest in, and some knowledge of, conflict issues, peacebuilding and/or international development.

Skills and attributes

- Excellent writing skills, with the ability to convey information in a compelling and concise way and to re-package complex or technical content in an accessible format.
- Good research and analytical skills.
- Excellent interpersonal skills and the ability to engage with and influence others across a team and organisation.
- Excellent attention to detail.
- Strong project-management skills with the ability to manage small communications projects.
- Good computer and IT skills with the ability to learn new systems and platforms, and the ability to use tools such as Adobe Creative Cloud, Canva and Mailchimp.
- Well-organised with the ability to manage a complex and varied workload and juggle competing demands.
- Creative, flexible and self-motivated character with openness to new ideas.
- Sympathy for and alignment with Conciliation Resources' goals and values.

July 2025