

Job title: Communications and Engagement Manager

Line Manager: CEO, CSSA

Role Purpose:

To communicate the work of the Catholic Safeguarding Standards Agency, to increase awareness and understanding of the essential safeguarding culture developing across the Catholic Church in England and Wales.

You will use a broad range of communication channels and styles to develop an understanding about the importance of safeguarding within the Church drawing upon the voice of survivors, key messages from the Agency and an understanding of Church context.

The role will develop a community that is dedicated to openly sharing learning from good practice and lessons learned.

Key Responsibilities:

- To ensure that survivors and victims of abuse receive respect, are listened to and are learned from, individually and collectively as wise consultees.
- To develop strategies to manage CSSA communications and engagement effectively.
- To communicate the work of CSSA and ensure that the experience and voice of survivors is embedded in communication materials, to amplify their voice.
- To develop communication channels within and outside the Catholic Church in England and Wales to ensure that commitment to ensuring an outstanding safeguarding culture is understood by all stakeholders.
- To build effective relationships and networks with colleagues, partners and media to communicate key messages and to answer enquiries from the media and other organisations
- To research, write and distribute press releases, articles and opinion pieces which increase understanding about the safeguarding work the CSSA is undertaking.
- To monitor, assess and respond to relevant media, including newspapers, magazines, journals, broadcasts, newswires, social media sites and blogs, for opportunities for learning to enhance safeguarding in the Church.
- To write case studies, speeches, articles, and the Agency annual report.
- To organise events, including press conferences, seminars, conferences etc as required.
- To work with stakeholders to develop a community of best practice dedicated to openly communicating learning, practice where we get things write and where lessons are learned.
- To manage CSSA social media accounts ensuring that messaging is developmental and reflects the Church commitment to improving safeguarding.
- To develop and maintain the CSSA website content as a sector leading reference resource for safeguarding best practice.
- To develop and maintain good internal and external working relationships with partner organisations and stakeholders around safeguarding including diocesan workers, ICLSAL and Catholic organisations.
- To build constructive and professional relationships with stakeholders across faith communities, service providers and statutory authorities, ensuring that there is mutual understanding of roles, needs and expectations
- To monitor, assess and respond to relevant media, including newspapers, magazines, journals, broadcasts, newswires, social media sites and blogs, for opportunities for learning to enhance safeguarding in the Church.
- Maintain professional knowledge and skills through continuous development.
- Any other related activities that may be required by the CEO, CSSA

Person specification

Essential:

Competency	Criteria	Assessment
Relevant degree or equivalent communication/marketing/public Affairs qualification and/or experience within a relevant sector.	<ul style="list-style-type: none"> • Demonstrates extensive experience of developing a coherent and consistent communication strategy and messaging in a complex, regulated environment. 	<ul style="list-style-type: none"> • Covering letter • CV • Interview
Demonstrates empathy and engagement with victims and survivors of abuse	<ul style="list-style-type: none"> • Demonstrates an understanding of the need to listen and learn from people's experiences 	<ul style="list-style-type: none"> • Covering letter • CV • Interview
Commitment to and a substantial track record delivering effective communications in a national organisation	<ul style="list-style-type: none"> • Demonstrates clear commitment and understanding of need for open and transparent communication strategy combined with a demonstrable track record 	<ul style="list-style-type: none"> • Covering letter • CV • Interview
Demonstrates a strong track record delivering effective news management within a regulated environment	<ul style="list-style-type: none"> • Evidence of engaging with relevant organisations • Evidence of delivering effective messaging 	<ul style="list-style-type: none"> • Covering letter • CV • Interview
Demonstrates knowledge of current and emerging safeguarding legislation, policy and practice for children and adults at risk.	<ul style="list-style-type: none"> • Understanding of Safeguarding best practice 	<ul style="list-style-type: none"> • Covering letter • CV • Interview
Thinks and works systematically and analytically, making and delivering outcome driven practice	<ul style="list-style-type: none"> • Provides examples of positive strategic and tactical outcomes with supporting evidence 	<ul style="list-style-type: none"> • Covering letter • CV • Interview
Demonstrates a track record of working within and contributing to collaborative, outcome focused teams.	<ul style="list-style-type: none"> • Provides examples 	<ul style="list-style-type: none"> • Covering letter • CV • Interview
Demonstrates a collaborative relationship building style with colleagues and stakeholders	<ul style="list-style-type: none"> • Provides examples 	<ul style="list-style-type: none"> • Covering letter • CV • Interview
Summarises and communicates information effectively	<ul style="list-style-type: none"> • Provides examples 	<ul style="list-style-type: none"> • Covering letter • CV • Interview
Self-motivated and able to prioritise work to achieve deadlines without compromising quality	<ul style="list-style-type: none"> • Provides examples 	<ul style="list-style-type: none"> • Covering letter • CV • Interview