

## JOB PROFILE

<b>Job Title:</b>	Head of Policy Engagement and Communications
<b>Location:</b>	Cardiff or London
<b>Reports to:</b>	Director of Policy Engagement and Communications
<b>Budget Responsibility:</b>	Manages own budget
<b>Line management responsibility:</b>	2 x Communications Manager (1 Digital and Creative Communications Manager and 1 Outreach and Engagement Manager) 1 x Communications Officer
<b>Child Safeguarding Level:</b>	Level 1

## ABOUT US

### Overview

We are [Elrha](#). A global charity that finds solutions to complex humanitarian problems through research and innovation. We are an established actor in the humanitarian community, working in partnership with humanitarian organisations, researchers, innovators, and the private sector to tackle some of the most difficult challenges facing people all over the world.

We equip humanitarian responders with knowledge of what works, so that people affected by crises get the right help when they need it most. We have supported more than 200 world-class research studies and innovation projects, championing new ideas and different approaches to evidence what works in humanitarian response.

### Operational context

Elrha is a charity and wholly owned subsidiary of Save the Children. It is accountable to its Board of Trustees and is able to benefit from core services provided by Save the Children UK.

### Team and Purpose

***This role sits within the Policy, Engagement and Communications team.*** It leads on building our external profile across our mass channels, extending our reach and audience engagement so our research and innovation can make a difference to people in crisis settings.

As a member of the Senior Management Team the position plays an essential role in strengthening the profile of the organisation, shaping our internal communications and working with teams to help them use our channels to support their objectives.

## KEY ACCOUNTABILITIES

### Driving Elrha's Strategic Communications

- Assess interests of influential audiences and advise on attractive engagement approaches for these audiences. Understand conflicting aims and areas of mutual interest of different groups (eg, donors, grantees, staff, partner organisations, researchers, humanitarian actors) and how to manage them.
- Develop and ensure delivery and implementation of a communications approach to enhance the impact of Elrha's work.
- Oversee and ensure all teams are learning from communications activities and initiatives to inform future plans.
- Support the training of staff to communicate Elrha, its work, and impact.

### Stakeholder Communication and Policy Campaigns

- Oversee all stakeholder communication, ensuring it is in line with Elrha's strategic direction, and our Guiding Principles.
- Work with teams to ensure we are developing strategic communication engagement plans that grow demand for our research and innovation work.
- Oversee the development and delivery of campaigns that generate significant positive impact.

### Events

- Provide a strategic lead on communications support, activity and outputs for Elrha events, both our own and those in partnership.
- Provide strategic support and insight to Elrha's involvement at priority external events.

### Other Duties

- Proactively contribute to shaping the organisation through membership of the senior management team (SMT) and provide counsel to the rest of the management team regarding issues and risks.
- Support the Director of Policy Engagement and Communications with Safeguarding and Incident Management and stakeholder communications.
- Line manages the Communications Managers and the Communications Officer and the workload of the communications team.
- Support the delivery of effective and appropriate internal communications and engagement activities and initiatives
- Understand prevailing laws regarding privacy identity protection, ethical implications and digital record keeping. Effectively advise the organisation on the strategic adoption and effective use of technology for listening to, communicating with and engaging with priority publics.

## PERSON SPECIFICATION ESSENTIAL

### Qualifications and experience

- Degree, or equivalent work experience, in communications and/or media.
- Experience of strategy development and planning to deliver against organisational objectives with the ability to clearly articulate outcomes and accountabilities for staff and stakeholders
- Experience and knowledge of managing a variety of communications channels for maximum impact, understanding target audiences and overseeing channel appropriate content.
- Ability to oversee multiple communications strategies for the medium and long term as well as on a day-to-day basis.
- Experience in developing brand narratives and messaging.
- Experience in developing policy communications.
- Experience of effective team management including building shared objectives, quality control, evaluation, motivation, recruitment, performance management and staff development

### Skills, Abilities and Attributes

- Ability to work collaboratively with colleagues across a range of areas to create compelling, strategic content to reach and engage target audiences, and build and maintain productive relationships with others.
- Creative approach with ability to look for new and different ways to deliver results. Inclusive: Identifies and respects a range of differences in working relationships and target audiences. Develops culturally and linguistically appropriate ways of working, strategies and tactics, that are accessible to all
- Ethical behaviour: Recognises ethical dilemmas and identifies solutions to ethical dilemmas and demonstrates ethical conduct at all times. Advocate for ethical content gathering, use, and authentic representation in all their work.

### DESIRABLE

- Experience of managing external suppliers and agencies.
- Good understanding of the humanitarian system.

### **Child Protection level**

Level 1 - the responsibilities of the post do not require you to have contact with children or young people.

*We are committed to the safeguarding and protection of children and vulnerable people in our work. We will do everything possible to ensure that only those who are suitable to work with children and vulnerable people are recruited to work for us. This post is subject to a range of vetting checks including a criminal records disclosure.*