

JOB DESCRIPTION

ROLE DETAILS

Job Title:	Digital and Creative Communications Manager
Reports to:	Head of Communications
Line management responsibility:	1 x Communications Officer (Digital and content)
Budget Responsibility:	None
Salary band:	S2 (Specialist)

Our salary bands are benchmarked externally. New staff usually join at the bottom of the salary band to allow for progression and consistency with existing staff.

Location: London, Cardiff, Edinburgh, Manchester or remote within the UK.

We operate a remote first working environment whereby staff are able to choose to work from home or their office of reference. Staff are expected to attend in person meetings on a monthly basis (at most) to support collaboration and connection with team members.

Hours: Full Time (35 hours per week)

We aim to support flexible working as much as possible and requests for non-standard or part time hours will be considered.

ABOUT US

We are [Elrha](#). A global organisation 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.

Under our [Strategy](#) we aim to work within the humanitarian community to build a global research and innovation system that is relevant, responsive to need, and able to effect transformative solutions. Our strategy sets out our [values](#) which are demonstrated across our work and how we hold ourselves accountable.

- Putting people at the centre
- Working with others
- Acting responsibly
- Committed to learning
- Inspiring change

Details of our programmes and how we're improving outcomes for people affected by humanitarian crises through research and innovation is available on our [website](#).

TEAM

This role sits within the Communications team. A central strategic team, it works closely with all other teams, and leads on our external profile and influence, organisational communications, and extending our reach and engagement so our work in research and innovation can have the most impact.

JOB PURPOSE

The Digital and Creative Communications Manager supports the effective delivery of Elrha's global communications strategy. The role is responsible for developing and implementing Elrha's digital strategy, overseeing Elrha's brand, and managing the production of all products, primarily digital first. The role is an integral part of the Communications Team, delivering creative, impactful, and data-driven communications to key audiences and stakeholders.

Our Communications team collaborates to support Elrha's communications and engagement activities both internally and externally and provide cover for each other in times of peak workloads and team absences. This means also undertaking additional responsibilities for other communications related duties as required.

KEY ACCOUNTABILITIES

Strategic Communications

- Deliver our digital communications strategy to enhance the impact of Elrha's work and support the delivery of Elrha's strategy.
- Oversee the direction and continuous development of our website, social channels, and online communications (e.g. newsletters) to showcase our work in humanitarian innovation and research, serve the humanitarian community, and enhance our voice in the sector.
- Support the Head of Communications in managing Elrha's reputation, ensuring the Elrha team are skilled, confident, and knowledgeable on communications and mitigating risks.
- Support the Head of Communications to upskill Elrha staff, including the Leadership Group (LG), to confidently and expertly communicate Elrha, its work, and its impact, through counsel and advice, training, and resources.
- Ensure all communications activities undertaken are monitored, evaluated, and inform future work, producing insight reports for internal teams, Leadership Group, our Board of Trustees and donors.
- Build and maintain strong, long-term relationships with external suppliers to ensure high quality work is produced on time and within budget and seek to expand the network of suppliers available to Elrha to ensure our resourcing needs are met.

Brand Management and Development

- Deliver effective production and project management of all creative production, both print and digital, ensuring they are of high quality, adhere to accessibility standards, and complement Elrha's brand.
- Support the Head of Communications to ensure Elrha's brand is managed internally and externally in a way that best conveys our vision, mission, values, and beliefs.

- Support the ongoing development of Elrha’s brand and act as a guardian of its implementation across all outputs and channels, ensuring training and guidance is developed to equip the Elrha team.
- Manage Elrha’s Digital Asset Management system – images, footage, consent etc - oversee its use across Elrha, and its longer-term development.

Events

- Working within the Communications team, take a strategic lead in delivering communications activities and outputs for Elrha events and those in partnership with others.
- Support Elrha’s involvement at high profile events, ensuring colleagues are equipped with the right tools and products and content opportunities.
- Support the identification of opportunities at events to capture/produce content that can serve the humanitarian community or enhance our voice in the sector.

Line Management

- Oversee and manage the workload of a direct report, providing regular check ins to explore and resolve challenges, needs, and to support well-being and development.

Responsibilities of all Elrha employees

- Promote and adhere to our organisational values at all times, demonstrating behaviour which supports the achievement of our strategy.
- Work within Elrha’s guidelines for flexible and remote working practices, including attending in person meetings in Cardiff and/or London on occasion and as required.
- Undertake any other duties as assigned in support of Elrha’s purpose and objectives.

PERSON SPECIFICATION

Essential

Qualifications and experience:

- Degree in communications or relevant work experience.
- Experience in planning, delivering and evaluating creative digital communications.
- Strong experience in brand implementation, social media channel management, CMS (Content Management Systems).
- Experience with CRM systems and managing external suppliers.
- Experience creating inclusive and accessible content.
- Event communications experience, including managing high-level event activities.
- Experience in delivering communication solutions adhering to best practices and standards.
- Proven experience in managing teams, line management, and mentoring.
- Strong grounding in PR, communications, and digital strategies.

Skills, abilities and attributes

- Familiar with website development, design tools (e.g., InDesign, Canva), and social media channels and content, including paid for advertising.
- Strong writing, copywriting, and editing skills for diverse audiences.

- Excellent interpersonal and ability to work with colleagues at all levels and from different backgrounds.
- High proficiency in summarising complex information in clear, non-specialist language.
- Initiative and creativity in storytelling, event promotion, and audience engagement.
- Ability to manage multiple projects, prioritise tasks, and meet tight deadlines.
- Strong attention to detail, creativity, and adaptability.
- Resourceful, proactive, and flexible in dynamic environments.
- High computer literacy, including Microsoft Office (SharePoint, MS Project).
- Commitment to organisational values and remote working adaptability.
- Passion for humanitarian communication and a strong team player with enthusiasm.

Desirable:

- Good knowledge and understanding of the humanitarian system, humanitarian media, networks, and organisations.
- Experience in reputation management; planning, mitigating, and managing incidents, with knowledge of crisis communications procedures.
- Member of a registered related professional body (eg CIPR, PRCA).
- Professional qualification in marketing, PR, communications or digital media.

CHILD PROTECTION 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.