

Vacancy: Communications and Engagement Officer



Centre for Deaf and
Hard of Hearing People

Charity Number: 1175054

Hours: 37.5 hours a week
Until January 2026, with the possibility
of an extension subject to further funding.
Location: Fishponds, Bristol
Reports to: Operations Manager
Salary: £24,000 - £27,000 a year

The Centre for Deaf and Hard of Hearing People (CfD) is a registered small-sized charity that delivers a wide range of services including community development and assistive equipment services to people in Bristol who are Deaf, hard of hearing or deafened. As our mission statement says, we are working toward creating a Bristol “where everyone can participate in all aspects of life in the city, whatever their level of hearing”.

CfD challenges the prejudice and barriers that Deaf and hard of hearing people face in their daily lives. We are developing exciting new plans for activities that will contribute to our aims and promote equality for all deaf people.

This is an exciting opportunity to join us as we strengthen our impact as a small-sized charity. You will have an opportunity to use and develop your range of project management, design, social media, website, and communication skills in a dynamic supportive team that is committed to maximising our positive impact on Deaf and hard of hearing people in Bristol.

Summary of duties:

Our Communications and Engagement Officer will lead on the work of our new Community Hub project and promote all the great things that CfD does e.g. the events and activities as part of our Deaf People Together project. The post holder will be based at The Vassall Centre, Gill Avenue, Fishponds, Bristol BS16 2QQ.

This is an exciting opportunity to help CfD improve our communications, and to support the Deaf Community and hard of hearing people throughout Bristol with managing and sharing their information. You will work with Deaf and hard of hearing people by providing the training, tools, and resources to enable them to create their own information materials that can be shared with the community.

You will be responsible for developing and uploading website content, creating marketing material, use of social media and other communications platforms to help deliver the aims of our Community Hub project and to increase our community engagement and profile. You will also lead on commissioning a redesign of our website.

You will also have a role in supporting our Community Development Officer to arrange and publicise events.

You will use your time in this way:

- Half of your time on the Community Hub Project;

- About a day a week supporting our Community Development Officer;
- The rest of your time on promoting other projects and developing the CfD website.

This is a role for a creative individual who is well organised and is proactive, who has the ambition to develop and deliver fun, engaging, and effective accessible communication.

The main responsibilities are to:

Community Hub

1. Provide training for and support deaf volunteers to improve CfD's capacity to produce and share relevant community information from across Bristol. You will organise workshops for deaf people to develop their skills in video and media technology to produce accessible content.
2. Develop a virtual information hub, where information on CfD events and other activities in Bristol will be fully accessible to all deaf people, using CfD's website, social media, apps, and newsletters.
3. Support deaf people with producing their own newsletters using BSL and subtitles. Our aim is to have a regular newsletter that is produced and managed by deaf people.
4. Develop a CfD "newsround" – a regular video round-up of events, news, and information of interest to deaf people.
5. Work with 4 Community Hubs in Bristol to increase their accessibility for and engagement with deaf people in their neighbourhoods, and to increase their understanding of how to include deaf people in activities. This work will include collaborating to deliver deaf-focused events.

Communications

1. Support other projects at CfD with information dissemination, and media and communications, such as creating posters, video production, posting on social media, and basic updates on our website.
2. Improve the quality and reach of information that CfD sends out e.g. using other social media platforms.
3. Support the CFD Community Development Officer by arranging and promoting events.
4. Ensure compliance across all media with CfD's brand guidelines.
5. Lead on reviewing the CfD website and commissioning a new design.
6. Coordinate any media enquiries.
7. Collect data to analyse and evaluate the impact of the role.

General

1. Attend conferences, training, and other staff development opportunities.
2. Develop an agreed personal training plan and carry this out using internal and external training as required.
3. Adhere to and promote CfD's policies and standards, especially the Equal Opportunities, Data Protection, Safeguarding, Health and Safety and Communication policies.
4. Act as an ambassador for CfD promoting a positive and professional image and attitude at all times.

5. Support the CEO and other CfD staff in achieving the aims of CfD and carry out such other relevant duties as may be agreed.
6. Support CfD to find funding for new projects involving Deaf and Hard of Hearing people.
7. Coordinate and manage own Access to Work support (if needed).

Terms and conditions:

1. This is a full-time position of 37.5 hours a week. CfD's core hours are 10am – 4pm. Occasional evening and weekend work may be required.
2. Contract until January 31st 2026 with possibility of an extension subject to further funding.
3. Salary £24,000 - £27,000a year.

Note:

The final interpretation of this job description rests with the CEO in consultation with the Board of Trustees and the jobholder. The job description will be reviewed in the course of supervision meetings and any amendments will be negotiated with the jobholder. The jobholder is also expected to share in other CfD activities as time permits and by agreement with the CEO.

Person specification

The successful candidate will have had at least two years in a relevant communications role.

You will have a pro-active approach and be committed to achieving results

Essential skills, abilities and knowledge

- A passion to communicate CfD's values and to support the interests of the deaf and hard of hearing people that we work with.
- Excellent interpersonal skills and confidence in communicating with Deaf British Sign Language (BSL) users and hard of hearing people. This may be direct communication or through a BSL interpreter or speech-to-text operator.
- Ability to create high-quality communications material and to engage with a variety of audiences.
- Experience of social media management and familiarity with evolving and new digital media platforms.
- Ability to create graphics and images for communication materials.
- Ability to produce video material, including filming and editing and adding including subtitles.
- Ability to think creatively.
- Ability to write clear content for social media and website pages
- Experience of training and supporting groups of people, either as part of paid work or as a volunteer.
- Ability to form positive working relationships with other professionals and to collaborate on projects.
- Good influencing and negotiating skills so that you can persuade people to make their activities more inclusive of deaf people.
- Good attention to detail.
- Educated to A-Level standard, including Maths and English GCSEs.

- Good working knowledge of Microsoft Office and associated software, including Excel, Word, and Outlook.

Desirable skills, abilities and knowledge:

- Relevant professional qualification.
- Experience of working with Deaf and/or hard of hearing people.
- Ability to communicate in British Sign Language (training can be provided).
- Experience working, paid or unpaid, in or with communities, the disability sector or in the third sector.

Things we expect all staff to support us with:

- Actively seek out opportunities for development and income generation.
- Read, understand and follow CfD's policies and procedures.
- Stay up to date with key developments in your specialist area.
- Be willing to occasionally work evenings and weekends.
- Participate in team-meetings and development days.
- Be willing to travel across Bristol and occasionally further afield.
- Represent CfD at local, regional and national meetings and events.

In return, you will receive:

- Competitive pay and holiday allowance
 - 25 days a year plus Bank Holidays (pro-rata if part-time)
- Employee pension contributions
- A flexible working policy
 - Our core hours are 10:00 until 16:00 Monday to Friday
- The opportunity to be part of a committed, skilled and supportive team
- Support to develop your skills further

To apply:

Please complete the CfD application form. You will be required to answer a small number of specific questions on the form.

Please send your application to office@cfid.org.uk by 12Noon on Friday 10th May 2024.

If you would like to discuss the role and the organisation, please contact Justin Smith, CEO, at office@cfid.org.uk in the first instance.

Interviews will be held on Friday 24th May 2024.