Job title: **Communication and engagement officer**

Job type: **Communication, Information, Public Relations, Membership Engagement**

Reports to: **Executive** **director**

Management of: **Communication** **Trainee, Easy-to-Read Editor**

## Purpose of the job

To mobilise, engage and coordinate Inclusion Europe’s international networks of self-advocates, family members, professionals, policy makers and other stakeholders.

The Communication and Engagement Officer raises public awareness of the issues relevant to people with intellectual disability and their families, and of the work Inclusion Europe does on their behalf.

The Officer engages Inclusion Europe members and the European institutions into policy development and the exchange of experiences and good practice.

The Communication and Engagement Officer is responsible for the further development and extension of Inclusion Europe’s network of members and other stakeholders.

The Officer will represent Inclusion Europe in a variety of different meetings and promote our fundamental values and mission.

## Key roles

### Team Player, Staff Management Key role: Network Developer

The Communications Officer maintains and extends the networks of Inclusion Europe among all relevant stakeholder groups. His/her prime responsibility is the extension of the formal membership of Inclusion Europe at national and local levels; and the engagement of members in Inclusion Europe´s activities and visibility. The Officer also develops and implements a strategic approach to increase our networking capacities via social media and other tools.

**Performance indicators**

* Annual increase of membership numbers at national and local levels.
* Annual increase of member´s participation in Inclusion Europe´s activities and their visibility.
* Strong engagement with existing and potential future members, highlighting the benefits of membership.
* Conducts consultative processes that ensure Inclusion Europe’s policies and communication strategy is shaped by the requirements of its members and key audiences.
* Development of and delivering on an internal communication strategy
* Raises awareness of Inclusion Europe’s work amongst its membership
* Develops the online networking and engagement tools necessary for better and accessible engagement and coordination of Inclusion Europe’s networks of volunteers and experts

### Key role: Awareness raising and stakeholder engagement

The Communications Officer is responsible for effectively planning and implementing all awareness raising and communication activities of Inclusion Europe. He/she will collate, maintain and disseminate relevant information at national and European levels and create the necessary systems for achieving this. He/she will produce reports as required and ensure this information is accurate, persuasive and in an accessible format for the audience it is distributed to.

**Performance indicators**

* Development and implementation of an external communications plan to engage with more and different stakeholders.
* Develop outreach and contact actions towards possible external funders and supporters.
* Raises awareness of Inclusion Europe’s work and the issues of people with intellectual disability and their families amongst external audiences.
* Coordinates promotional activities for projects and ensures their visibility including promotion as a speaker/participant at European events and meetings in Brussels.
* Extends Inclusion Europe’s presence in social media, such as twitter or social networking sites: bringing more engagement and visibility.
* Manages the design, development, and content of the websites of the association to maintain a coherent online organisational presence and sustainable project dissemination resource.
* Manages and develops existing newsletters both in terms of content delivery and audience engagement.
* Liaises with the media, writes press releases and articles, arranges press conferences and develops a high media profile for Inclusion Europe.
* Coordinates Inclusion Europe’s communications, including mailing lists, project information, newsletters, specific publications, display stands, posters, leaflets, presentations, etc. This includes the responsibility for all printed products of the association as well as the management of all translation work foreseen.
* Answers requests for information and material by phone, mail and e-mail, including the management of the Information and Secretariat e-mail inboxes and attending the phone.

### Key role: Content Developer and Manager, Communication Projects

The Communication Officer is responsible for the management and delivery of projects that focus on the dissemination of information or on accessible communication and services.

**Performance indicators**

* Develops and implements projects in cooperation with partners and staff members as stipulated in the project plans.
* Contributes to effective budget planning and delivery, adhering to Inclusion Europe's financial policies at all times.
* Ensures that implementation is effectively monitored and cost effective solutions are sought for any problems.
* Identifies and manages risks associated with communication projects and when necessary puts in place recovery plans.
* Develops content for existing Inclusion Europe platforms (newsletter, websites, social media).

### Key role: Team Player, Staff Management

The Communication Officer takes responsibility for his/her own work and is expected to work effectively and collaboratively with all colleagues to build good relationships that enable the achievement of objectives.

**Performance indicators**

* Works in a way that supports the values of inclusion of all people, valuing difference and promoting diversity. Includes people with an intellectual disability in the work in a meaningful and appropriate way.
* Takes responsibility for his/her own performance and development, identifying opportunities to develop knowledge, skills and performance.
* Is committed to improving the team's performance through contributing good ideas and solutions and helping colleagues to do their job well.
* Supports the team in the preparation and implementation of events.
* Develops positive working relationships with key stakeholders, developing relationships that benefit their work and support the work of others.
* Demonstrates commitment and reliability to the team and takes over some general administrative duties to support the running of the Secretariat.
* Is responsible for the recruitment, training and management of the Communication Trainee.
* Is responsible for the management of the “Europe for Us!”-Editor.

## Other relevant information

The position is full-time, with a Belgian employment contract that includes payment for a thirteenth month. The monthly remuneration is €2806. Luncheon vouchers and travel to work allowances available as applicable.

Willingness and ability to undertake some travel in Europe

## Person specification

**Inclusion Europe expects our employees to:**

* be committed to Inclusion Europe's values and mission as well as the association itself
* work well with all of their colleagues
* take responsibility for their own development

**Qualifications**

Professional background in communications and network development, experience in the disability field would be a strong advantage.

**Skills/competence requirements** E = Essential / D = Desirable

E Ability to manage internal and external communications for a non-profit organisation

E Excellent written and spoken English; editing and proofreading skills

E Strong IT skills, especially in MS Office applications, multi media content and website content management systems

E Ability to plan, prioritise and organize a complex workload

E Excellent communication, networking, and inter-personal skills

D Ability to work in other European languages, particularly French and/or German

D Project management skills

D Strategic thinking and problem-solving capacity

D Autonomy and ability to work in a small, multi-cultural team

**Experience**

E Proven track record in communications

D Experience in engaging and organizing networks of volunteers and experts

D Experience in the disability field

D Experience in advocacy work at national or European level is an asset

**Knowledge**

E MA degree or equivalent in relevant field (Human Rights, European studies, Journalism, Communications, Political Science, etc.)

D Sound knowledge of European institutions and EU decision-making

D Knowledge of disability issues

**Application Form:** Communication and engagement officer

All information given on the Application Form will be treated as confidential.

Please complete in English and send the completed application form by e-mail to recruitment@inclusion-europe.org by 19 September 2016, 10:00 Brussels time.

Shortlisted candidates will be interviewed on 28. September 2016 in Brussels.

During the recruitment process, we will contact you by e-mail twice:

* To confirm the receipt of your application (if you do not receive this confirmation within 5 working days, please get in touch with recruitment@inclusion-europe.org )
* To inform you whether you have been shortlisted for an interview

**1. Personal Information**

|  |  |
| --- | --- |
| First name |  |
| Last name |  |
| Title |  |
|  |
| Home address |  |
| Postcode and city |  |
| Country |  |
|  |
| e-mail address |  |
| Telephone (home) |  |
| Telephone (mobile) |  |
|  |
| Nationality[[1]](#footnote-1) |  |
| Gender1 |  |
| Place, Date of birth1 |  |
|  |
| EU citizenship | YES / NO  |
| Belgian work permit | YES / NO (If yes, please attach documentary evidence) |

**2. Education and Development**

|  |  |
| --- | --- |
| Highest academic qualification obtained |  |
| Discipline |  |
| Other qualifications | Name, description | Awarded by |
|  |  |
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| Additional information |  |
|  |
| General education (from age 11) |  |
| Name and city of school | From / To | Qualification obtained |
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| Further/higher education |  |
| Name and city of college/university | From / To | Qualification obtained |
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| Relevant training and Development[[2]](#footnote-2) |  |
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**3. Languages**

Please specify your level of competences within a range of 1 to 4 (with 4 being the highest)

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| --- | --- | --- | --- |
|  | Understanding | Spoken | Written |
| English |  |  |  |
| French |  |  |  |
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**4. Present and previous occupations**

Please give details of your occupation(s) starting with the most recent. Include any unpaid work that is relevant to the post and explain any gaps

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| --- | --- | --- |
| Employers name and address | From / to (mm/yy) | Position held and description of your main activities and responsibilities relevant to this application. |
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**5. References**

All offers of employment are subject to receipt of satisfactory references. Please provide the names, addresses and telephone number of two referees (most recent)

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| --- | --- |
| Name |  |
| Position |  |
| E-Mail |  |
| Telephone number |  |
| Your connection with this referee |  |
| Can we approach this referee prior to an interview? |  |
|  |
| Name |  |
| Position |  |
| E-Mail |  |
| Telephone number |  |
| Your connection with this referee |  |
| Can we approach this referee prior to an interview? |  |

**6. Computer literacy**

Please indicate your computer knowledge stating operating systems and software programmes you are familiar with and your level of competence in each as Basic, Intermediate, Advanced

Specificaly indicate your experience with CMS as well as e-mailing applications/software.

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| --- | --- |
| Software | Level of competence |
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**7. Staff management**

Describe briefly your experience in managing people. Indicate the scope of your experience including the numbers of staff or other people.

**8. Have you ever been convicted of a criminal offence?**

If your answer is yes, please give details of date(s) of offence(s) and sentence(s) passed any which are still current. The successful candidate will be subject to a criminal record check.

Please indicate your agreement to submit the necessary formal request should you be selected. Y/N

**9. Evidence of key competencies**

In no more than 500 words provide the evidence that you meet the criteria for this post.

**11. Availability**

If selected, when would you be able to take up employment with Inclusion Europe?

**12. Disability**

Do you consider yourself to have a disability? If yes, please inform us about any adaptations which you may require either to carry out the role or to participate in the selection process.

**13. Declaration**

I declare that I have the necessary citizenship status or permits to live and work in Belgium and am able to travel widely in Europe or internationally as required by this post.

I declare that the information provided on this form is correct to the best of my knowledge and I understand that any information submitted in connection with employment and subsequently found to be incorrect or deliberately misleading could lead to dismissal without notice.

Name: Signature

Date:

1. This information will not be used in the shortlisting process. [↑](#footnote-ref-1)
2. Please give details of training courses which are of direct relevance to your application [↑](#footnote-ref-2)