

## **Job Description**

**Role:** Community Manager Campaign To End Loneliness

**Hours:** 37.5 per week

A number of our staff work flexibly and/or remotely. We are open to various possible working arrangements for the candidate who is the right fit for the role.

**Salary:** £35,000 pa pro rata

## **About the Campaign to End Loneliness**

We are the Campaign to End Loneliness. Loneliness affects people of all ages and backgrounds and touches the lives of millions. It causes real emotional pain and can impact on physical and mental health. It has an economic cost – in the additional health and care services that are needed by people who are lonely, and the missed contributions that people who are unable to connect could make in their communities.

Our work always puts loneliness first. This exclusive focus allows us to maintain a depth of understanding and expertise on loneliness and how it relates to other issues. We share this widely to stimulate positive impact. As a new policy area and an emerging field of practice, we play a valuable role in sharing practice and learning about loneliness, making change and ensuring organisations have more impact in real time.

After ten years of active campaigning, convening and creating change we are now looking beyond our initial scope of loneliness in later life. Covid-19 has crystallised the need for the Campaign to both inform the immediate response to loneliness during the pandemic and to ensure focus on this issue, in a context of competing priorities in the future. We have seen how the scourge of loneliness affects people of all ages. By bringing our unique sole focus on loneliness, we will be able to work with others to create right conditions, to develop the tools and to encourage the action that is needed to reduce the most harmful forms of loneliness – those that are deep, and chronic.

## **About the Role**

The Community and Projects Manager is responsible for engaging a wide range of organisations with the issue of loneliness with the intention of creating action focussed dialogue and commitment to create positive change across sectors. The overarching objective of the role is to grow the Campaign's community by drawing together and sustaining a collaborative sharing and learning network using events, online platform, and other facilitation.

## **Main Duties**

- Collaboratively develop an exciting engagement programme for and with a wide range of professionals working in a range of sectors and contexts on the issue of loneliness.
- Work across the Campaign and host teams to ensure a fresh content programme to engage our growing community of organisations working on the issue, building a committed and engaged community.

- Create and implement ideas around increasing engagement and adding value to the community
- Developing a proactive programme of feedback mechanisms to ensure insights from the community are ensuring the Campaign is responsive to the needs of frontline organisations, as well as ensuring new learning is being effectively disseminated.
- Deliver planned coordination and project management support on special projects across the Campaign.
- Deliver logistics support for the Campaign's key engagement events such as Research and Policy Hubs, Learning Seminars, and annual conference, working with external suppliers and professionals where appropriate.
- Lead on developing and managing the governance and engagement mechanisms associated with the Campaign's work – including servicing the Management Group of experts and setting up and managing advisory groups for specific pieces of work.
- Take a lead on monitoring stakeholder relationships, understanding the current engagement landscape and taking a strategic approach to defining and prioritising key audiences who can make a measurable positive impact on the issue of loneliness through their work.

### **Additional Duties**

All employees are expected to work in a flexible way when the occasion arises so that tasks, which are not specifically covered in their job description are undertaken. These additional duties will normally be compatible with the regular type of work. If the additional responsibility or task becomes a regular or frequent part of the employee's job, it will be included in the job description in consultation with the employee.

### **Cross team responsibilities**

Being part of a small team will require collaborative and supportive working practices with everyone playing a role in ensuring key administrative tasks are carried out. This will include:

- Ensuring supplier details are updated
- Prompt payment of invoices and accounting of spend
- Keeping records and files up-to-date through agreed systems
- Monitoring of incoming queries through general phone and inbox
- Contributing to development and dissemination of content via the website and social media

### **Essential Criteria**

- Degree or other relevant professional qualification
- Excellent project management skills and experience
- Experience of planning and delivering engaging events.
- Experienced at designing and delivering facilitated engagement activity - both online and offline
- Track record of strategically managing multiple relationships with a wide range of stakeholders
- Experience of monitoring and analysing events and engagement.
- Experience of managing relationships with external contractors and freelance staff.
- Track record of results and outcomes focused approach and proactive problem solving

- Outstanding interpersonal skills with ability to develop strong relationships with colleagues and external partners.
- Ability to prioritise and balance many concurrent tasks and organise work effectively to meet strict deadlines.
- Excellent verbal and written communication skills.
- Highly collaborative
- High attention to detail.
- Highly motivated, enthusiastic with a “can do” mindset and willingness to take the initiative.

### **Desirable Criteria**

- A good understanding of the voluntary sector
- Interest in loneliness
- Ideally, excellent knowledge and understanding of loneliness issues and the campaigning and policy environment nationally