

Job Title: Communications Officer (Internship)
Reporting To: Senior Communications Executive
Location: London, EC1
Contract: One year, full-time (37.5hrs per week)
Starting salary: £21,157, in line with London Living Wage
Start date: Mid – Late April 2021

Overview of ThinkForward

ThinkForward is a charity that works to empower young people in the UK using long-term and personalised coaching. We believe every young person has the right to a bright future, whatever their starting point in life. We take a long-term and preventative approach, intervening early and providing young people with consistent, high quality support over a number of years.

We run two programmes called ThinkForward and MoveForward. The ThinkForward programme empowers young people who are at high risk of dropping out of school and becoming unemployed, to move successfully from education into employment. MoveForward is similar but works with young people who have mild to moderate learning disabilities in their journey to employment.

Young people on both programmes receive one-to-one coaching and participate in world of work and job preparation activities. This combination of support enables them to overcome challenges they may face at home, school or in the community and develop the skills to get work.

This one year internship is being funded by the Jack Petchey Foundation as part of their annual internship programme. The Jack Petchey Foundation funds the salary costs and offers training bursaries for interns at youth organisations across London and Essex, alongside a range of training and development opportunities for the interns and their managers. The postholder will be required to take full part in the Jack Petchey Internship development programme and the mentoring programme.

Overview of role

We are creating this role at an exciting time for ThinkForward. Over the last couple of years, we have increased our youth participation, meaning that young people are given the chance to inform and shape how we work. We would like to communicate more effectively to young people on our programmes. Our communications officer intern will work from the communications team but will be embedded in our delivery teams to ensure young people's voices and views are reflected in the way we communicate externally, and that programme materials and tools are designed appropriately for young people. For this we require a reliable, creative and enthusiastic person who is looking to take their first steps in the youth charity sector, is excited by the opportunity to communicate using new digital platforms and is willing to work with a wide range of staff and young people across the organisation.

The Communications Officer Intern role will support the work of the Senior Communications Executive and the Youth Participation and Insights Officer

In the role, key responsibilities will include:

- Work with the communications and delivery teams to represent the voices of young people in external communications. Create written, audio and visual content that demonstrates the work of ThinkForward and how this impacts positively on the lives of young people for a new website, newsletters, case studies and social media channels.
- Work with the communications and delivery teams to support the development of young person facing resources, designing formats and creating engaging audio, visual and written programme content.
- Grow ThinkForward's social media channels for young people to increase their engagement and participation with the programme.

- Support with the management of the ThinkForward website and contribute to the planned development of a new site.
- Support the communications and fundraising team on administering events for funders and other partners. This will include managing guestlists, working with the delivery team on young people's involvement, support running the events and other tasks as required.
- Build on our understanding of how our young people would like their success to be rewarded and build a toolkit of resources that accommodate that need,
- Working closely with the youth participation and insights officer to conduct consultations with young people to identify and test what effective young person-facing communications look like.
- Ensure ThinkForward's database is kept up to date with information on young people's participation, guestlists and any other relevant information as required.
- Support the fundraising and communications team on any other projects as required from time to time.
- Managing ThinkForward's external quality marks and accreditations.

Person specification

- Interpersonal skills, both verbal and written
- A keen interest in ThinkForward's area of work
- An understanding of the challenges facing disadvantaged young people
- The ability to work effectively with people from all backgrounds
- Respect and understanding of diverse points of view

We are looking for someone who can demonstrate:

- Experience using Wordpress or a similar CMS
- Basic knowledge of HTML & CSS
- Experience producing written content, for example a blog or copywriting
- Some experience managing a website
- Some experience, or a willingness to learn, of producing podcasts
- Audio and visual content gathering, editing and uploading skills
- Some experience creating visual content such as posters, flyers and newsletters, and manipulating images, using basic or intermediate design software. Experience with Canva, Gimp, Photoshop or Mailchimp would be advantageous
- The ability to follow style guidelines and produce consistent, on-brand materials
- A good understanding of social media
- Knowledge of IT systems including email, Word, Excel and PowerPoint
- Organisation, prioritisation and planning skills
- Ability to build relationships across the organisation and externally
- Ability to work unsupervised and on your own initiative, as well as part of a team

Interested applicants are invited to email jobs@thinkforward.org.uk by 9am on 24TH March with your CV and covering letter outlining your experience and suitability for the role.

Interviews will be held on 29th & 31st March.

Benefits: 4.5% employer pension contribution, 25 days annual leave with additional office closure days at Christmas, two paid volunteer days, commitment to CPD, employee assistance programme, rewards programme, wellbeing focus, special leave opportunities, season ticket loan, cycle to work scheme

ThinkForward reserves the right from time to time to make reasonable changes to this job description to take account of organisational changes.

As a minimum requirement, applicants will have the right to work in the UK.

Unfortunately, due to the high volume of applications we receive, we will only be able to contact successful applicants.

ThinkForward is committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults and expects all staff and post holders to share this commitment.

ThinkForward are committed to equality of opportunity for all staff and applications from individuals are encouraged regardless of age, disability, sex, gender identity, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

As a registered Disability Confident employer, ThinkForward has an accessible recruitment process. We offer interviews to all applicants who meet the job requirements and who declare themselves as having a disability. If you need support, such as materials in larger print, dyslexic-friendly fonts or adjustments for yourself or your PA for the interview, please contact jobs@thinkforward.org.uk and we will ensure you have what you require to successfully complete this process.

