JOB PROFILE

**Job Title:** Communications, Engagement and Outreach Manager  
**Location:** Cardiff or London  
**Reports to:** Head of Communications  
**Grade:**  
**Budget Responsibility:** None  
**Line management responsibility:** 1 x Communications Officer  
**Child Safeguarding Level:** Level 1

ABOUT US

**Overview**

We are Elrha. A global charity 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.

We equip humanitarian responders with knowledge of what works, so that people affected by crises get the right help when they need it most. We have supported more than 200 world-class research studies and innovation projects, championing new ideas and different approaches to evidence what works in humanitarian response.

**Our Programmes**

Elrha has two successful humanitarian programmes; Research for Health in Humanitarian Crises (R2HC) and the Humanitarian Innovation Fund (HIF).

**R2HC:**

The R2HC programme aims to improve health outcomes for people affected by humanitarian crises by strengthening the evidence base for public health interventions.

This globally recognised research programme focuses on maximising the potential for public health research to bring about positive change in humanitarian response and helps inform decision making in humanitarian response.

Since it was established in 2013, it has funded more than 50 research studies across a range of public health fields, bringing together researchers and humanitarian practitioners to
undertake vital research.

The HIF:
The HIF programme improves outcomes for people affected by humanitarian crises by identifying, nurturing, and sharing more effective, innovative, and scalable solutions.

The HIF is a globally-recognised programme leading on the development and testing of innovation in the humanitarian system. Established in 2011, it was the first of its kind: an independent, grant-making programme open to the entire humanitarian community. It now leads the way in funding, supporting, and managing innovation at every stage of the process.

The HIF’s portfolio of funded projects has informed a more detailed understanding of what successful innovation looks like, and what it can achieve for the humanitarian community. This work is leading the global conversation on innovation in humanitarian response.

OPERATIONAL CONTEXT

Elrhra is a charity and wholly owned subsidiary of Save the Children. It is accountable to its Board of Trustees and is able to benefit from core services provided by Save the Children UK.

JOB PURPOSE

The Communications, Outreach and Engagement Manager will support the effective delivery of Elrhra’s global communications strategy. You will be responsible for delivering Elrhra’s campaigns, securing external reach and exposure for our work. You will be an integral part of the Communications Team, delivering creative, clear, and data-driven communications with key audiences and stakeholders, specifically supporting communications activities for our programmes.

KEY ACCOUNTABILITIES

Delivering Elrhra's Strategic Communications

- To deliver a communications strategy to enhance the impact of Elrhra’s work and support the delivery of Elrhra’s strategy, in particular, the Define, Develop and Distil strategy areas.
To deliver strategic, creative and data/analysis driven communication campaigns that showcase our work in humanitarian innovation and research, serve the humanitarian community and enhance our voice in the sector.

To support the Head of Communications in managing Elrha’s reputation, ensuring the Elrha team are skilled, confident, and knowledgeable on communications and mitigating risks.

To Support the Head of Communications to upskill Elrha staff, including the Senior Leadership Team (SLT), to confidently and expertly communicate Elrha, its work, and its impact through counsel and advice, training, and resources.

To ensure all communications activities undertaken are monitored, evaluated, and inform future work, producing insights reports for the team, SLT, our Board and donors.

Managing and Developing Elrha’s Brand

Alongside the whole Communications Team, ensure Elrha’s brand is managed internally and externally in a way that best conveys Elrha’s vision, mission, values, and beliefs.

To support the ongoing development of Elrha’s brand and act as a guardian of its implementation across Elrha outputs, ensuring training and guidance is developed to equip the team.

Stakeholder Communication

Alongside the Digital and Creative Communications Manager, support the production of multimedia and digital assets including video, blogs, and online communities when part of campaigns or programme communications.

To support our programmes’ communication needs, leading on promotion of funding calls, grantee communications needs and upskilling, case studies, storytelling, and exposure opportunities.

Media

To support the Head of Communications with media outreach and opportunities, getting stories of our work and successes in front of the right people - working in partnership with key stakeholders, including donors and grantees, or with external support, for example a communications agency.
• To act as first point of contact and manage all media enquiries relating to Elrha’s work, ensuring relevant staff are available and briefed for any interviews and appearances, with the support of the Head of Communications.

• To maintain and actively build Elrha’s media contacts and relationships, ensuring relevant media opportunities to promote Elrha’s work are identified and pursued.

Events

• In collaboration with the wider Communications Team, support the delivery of communications activities and outputs for flagship Elrha events, and those in partnership.

• To support Elrha’s involvement at high profile, strategic events, ensuring colleagues are equipped with the right tools and products.

Other Duties:

• Ensure strong, long term relationships with suppliers, producing quality work on time and within budget, and seek to expand the network of suppliers available to Elrha to ensure our external needs are met.

• To represent Elrha at public events where appropriate.

• To line manage a Communications Officer

• To support Elrha with communications related GDPR requirements

Please note: There will be some UK travel involved in this role (mainly to our offices in Cardiff and London, depending on where you are based), and the possibility of occasional short overseas trips.
PERSON SPECIFICATION

ESSENTIAL

Qualifications and experience:
- Degree, or equivalent work experience, in communications and/or media or a related and relevant field
- Experience of planning, delivering, and evaluating bold and creative campaigns and communications projects
- Relevant experience of working with the media to generate coverage, and stakeholder engagement to increase organisational profile
- Strong experience of strategically implementing brands
- Knowledge and experience of using a variety of social media platforms, social advertising, and evaluation methods
- Experience of line management or equivalent mentoring
- Experience of managing external suppliers and agencies

Skills and abilities:
- Ability to summarise complex information in clear, non-specialist language
- Ability to write, copywrite and copyedit articles, blogs, and briefings to a very high standard
- Initiative and creativity to develop engaging ways to tell stories, promote events and interact with audiences
- Attention to detail and ability to prioritise work in order to meet competing deadlines
- Ability to plan for and manage the needs and work of a direct report

Knowledge and understanding:
- Good design sense and judgement
- Good judgement in dealing with sensitive editorial and communication questions
- Good general grounding in latest thinking, theory and best practice in PR and communications
Other:

- Excellent interpersonal skills, networking, and relationship-building skills, including the ability to work with and communicate with people at all levels of seniority, and from different backgrounds
- Ability to use initiative and to work with minimal supervision
- A team player with energy, enthusiasm, and a commitment to communicating about the humanitarian sector

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
- Experience of supporting high level event communications
- Experience of using customer relationship management (CRM) systems, Content Management Systems (CMS) eg, WordPress, and online meeting and events software eg, GoTo Webinar, Zoom and Sli.do
- Experience of creating accessible communications that adhere to best practice
- Member of a registered related professional body (eg CIPR, PRCA)
- Professional qualification in marketing, PR, or communications

Child Protection level

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.