

Job description: Communications Officer: Network and Internal Communications

Duration: Permanent/ Full-time; 37.5 hours per week

Salary: £32,228 - £37,982

Location: Flexible /London office/Some travel/remote office hybrid

Reporting to: Sarah Carr, Head of Communications & Marketing

Department: External Relations

Key working relationships: Head of Communications & Marketing, Philanthropy and Engagement Manager, Head of Engagement, Fundraising Marketing Manager, Outdoor Learning team, young people, supporters, external agencies

Purpose of the job

We are seeking a passionate and skilled Communications Officer to play a key role in enhancing both our internal communications and engagement with our network of youth organisations. This role is ideal for someone who thrives in a collaborative environment, has a talent for storytelling, and understands the importance of clear, effective messaging.

Why work at UK Youth?

UK Youth is a leading charity that exists to ensure all young people are equipped to thrive and empowered to contribute at every stage of their lives. We have influence as a sector-supporting infrastructure body, a direct delivery partner and a campaigner for social change. As outlined in our 2025 #unlockingyouthwork strategy, we believe youth work is a catalyst for change that young people need now more than ever. We play a unique role in addressing; the lack of investment into the youth sector, the lack of cross-sector understanding of how youth work makes a difference and the limited opportunities to embed effective solutions.

We are building a movement of change; galvanising likeminded individuals, organisations, government, and businesses from all sectors, to work together and deliver system change for all young people. Together we will create a society that understands, champions, and delivers effective youth work for all.

Key responsibilities

Network Communications

- Develop and deliver engaging content for newsletters, emails, and online platforms to keep our network of youth organisations informed and engaged
- Develop and deliver engaging communications of our programmatic work, along with the creation of communication plans in partnership with our Network Delivery team

- Create compelling stories and case studies that highlight the impact of our work and the achievements of our partners
- Manage and update communication materials and resources for youth organisations
- Support in the planning and execution of events, webinars, and campaigns that connect and inspire our network
- Work with the Communications Manager and Marketing Manager to identify opportunities and case studies for other external audiences
- Understanding of the use various communication methods and channels
- Excellent copy writing skills, ensuring brand guidelines and tone of voice are consistent across all messaging

Internal Communications

- Support the development and delivery of internal communications strategies to ensure staff and key stakeholders are informed and aligned
- Support CEO with all across organisation communications
- Write and edit internal newsletters, updates, and key messages
- Work closely with different teams to gather and share insights, success stories, and key initiatives
- Develop and manage internal communication platforms and explore innovative ways to enhance engagement.

Officer behaviours and expectations

All staff at UK Youth will demonstrate their commitment to our mission to ensure all young people are equipped to thrive and empowered to contribute at every stage of their lives. They will also be able to fulfil the below expectations and behaviours:

- Be committed to safeguarding principles, and be willing to put the welfare of children and young people at the forefront of your work
- An understanding and belief in the inclusion of all staff, partners and young people irrespective of race, gender, sexuality, age, religion, ability, identity, and experience
- Actively promotes and embeds understanding of equity, diversity and an inclusive culture
- Able to take personal accountability for key work areas and understand individual accountabilities within work areas back to inform planning and decision making
- Able to identify cause and effect relationships and take a solution focussed approach
- Able to be solution focussed in their thinking and approach.
- Undertake any other duties and reasonable requests that are in keeping with the nature of this post.

Person specification: Communications Officer: Network and Internal Communications

Experience

- At least two years' experience in communications, marketing, PR, or a related field, ideally within a charity, non-profit, or purpose-driven organisation.
- Experience in writing and creating engaging content for different audiences across newsletters, emails, websites, and social media.
- Familiarity with both internal and external communications, including staff engagement, stakeholder messaging, and storytelling.
- Experience using digital communication tools such as email marketing platforms, CMS, or social media scheduling tools.
- Exposure to event coordination, campaign support, or content creation for events/webinars.
- Experience managing communication materials and ensuring consistency in messaging and branding.

Knowledge, skills and understanding

- Excellent written and verbal communication skills, with a strong ability to craft clear, engaging, and compelling messages.
- Strong organisational skills and ability to manage multiple projects and deadlines.
- A creative mindset with an eye for storytelling, content creation, and brand consistency.
- Knowledge of digital communications, including email platforms, social media, and website management.
- Good attention to detail and ability to edit and proofread communications effectively.
- Strong interpersonal skills, able to work collaboratively with different teams and external stakeholders.

Personal qualities

- Passionate about youth work, social impact, and effective communication.
- A proactive and curious mindset, eager to learn and contribute to a fast-paced team.
- Adaptable and open to working in a dynamic environment with changing priorities.
- A collaborative team player who enjoys working with others to achieve shared goals.
- Enthusiastic and committed to supporting clear, effective communication both internally and externally.

This post is subject to receipt of two satisfactory references, an enhanced DBS check and Right to work in the UK. Please note, this job description is subject to change. With any significant change, we will ensure this is discussed with you before any final approvals and or commitments. You may be required by the organisation to undertake any duties within your skills and capabilities, which the organisation reasonably considers necessary to meet business needs.

As part of the recruitment process UK Youth will be gathering and uses certain information about you. For further information regarding this please review our Data Protection Privacy Notice which explains what data of yours we process and how we use it.