



Regional Refugee Forum North East - Job Description

JOB TITLE: **Communication Officer**

REPORTING TO: Trustees

JOB PURPOSE: Support the development and growth of communication activities in support of the Regional Refugee Forum North East and Refugee-Led Community Organisations (RCOs) across the Northeast of England

REVIEWED: May 2026

MAIN DUTIES

1.0 Refugee-led Community Organisation (RCO) Development

- 1.1 Develop an understanding of the communications and information needs of the Refugee-Led Community Organisations (RCOs) and our allies across the Northeast England.
- 1.2 Develop an understanding of existing platforms and social media channels to connect with the work of local RCOs.
- 1.3 Develop a communications strategy that meets the information needs of the local RCOs.
- 1.4 Develop, implement, and maintain a wide range of communication channels, methods, and tools that meets the needs of RCOs.
- 1.5 Write, edit, and distribute various relevant content and information using a range of communications channels including website, social media, printed and online materials.
- 1.6 Plan and implement communications and marketing campaigns and develop an understanding of what works for different audiences.
- 1.7 Provide communications advice and support to RCOs and to colleagues internally.
- 1.8 Develop mechanisms to gather the views of local RCOs, as well as systems and processes for recording, analysing and sharing this information, to help influence local, regional and national policy and practice.
- 1.9 Ensure our work is compliant in key areas, such as data protection etc.
- 1.10 Develop and produce marketing materials as directed by the trustees and other staff members.
- 1.11 Keep abreast of developments in new technology including artificial intelligence and determine its appropriate use in the work of the team.

2. Sector engagement and representation

- 2.1 Establish, develop and maintain relationships with RCOs and a wide range of key stakeholders and partners to support and facilitate the sharing of relevant information to refugees and people seeking asylum, both in person and using online platforms.
- 2.2 Work collectively with the trustees and other staff to develop and implement a programme of sector engagement, ensuring the team is well connected to community issues and those of local RCOs.
- 2.3 Develop and maintain a database of RCOs, services and networks, working with colleagues to ensure consistency across the organisation as a whole.

3.0 Information, resources and training

- 3.1 Keep abreast of local, regional and national issues and news that is of interest or importance to RCOs to ensure all information is up to date and relevant.
- 3.2 Keep up to date with policies and other developments relevant to your work by reading and attending meetings and conferences.
- 3.3 Develop systems and processes for recording, tracking and seeking feedback on internal and external communications mechanisms, as well as analysing their effectiveness.
- 3.4 Use feedback and analysis of communication mechanisms to improve communication and information for RCOs continuously.
- 3.5 Assist in the development of online tools and digital self-serve facilities for the voluntary, community, and social enterprise (VCSE) sector.
- 3.6 Contribute to the planning, delivery and evaluation of training for local RCOs, aligning your expertise, skills and interests with the training programme's priorities.

4.0 Other

- 4.1 Undertake training in line with Regional Refugee Forum North East requirements and personal development plans agreed with the trustees and members of staff.
- 4.2 Fully participate as a member of the staff team by attending meetings, sharing information, and covering other roles in the event of staff sickness.
- 4.3 Contribute to organisational planning and policy at Regional Refugee Forum North East.



Regional Refugee Forum North East - Job Description

- 4.4 Ensure that all work is carried out in accordance with the policies, procedures, and values of the Regional Refugee Forum North East.
- 4.5 Contribute to maintaining a working environment in which diversity is respected and equal opportunities are promoted.
- 4.6 Undertake other duties as required by the trustees and members of staff.