

**Action Against Stalking - Community Engagement and Support Officer Vacancy**

Action Against Stalking (AAS) was established as a charity in 2014 by its Founder/Chief Executive, Ann Moulds, following her successful *Campaign Action Scotland Against Stalking*, which led to the introduction of the ‘Offence of Stalking’, Section 39 Criminal Justice & Licensing (Scotland) Act 2010. The charity champions the voice of stalking victims, provides a free and specialised service to victims, engages with the communities to promote greater awareness and resilience, and contributes to national policies on stalking.

This is an exciting time to join AAS. We have been acknowledged in Scottish Parliament in 2020 for our achievements as the only stalking-specialised charity in Scotland. Our success has led to increased awareness and demand for our services, which has more than doubled in the past year. We have received additional funding from the Scottish Government for the next 3 years and are expanding our unique and empowering Throughcare Service for victims of stalking. We are stepping up our prevention and community engagement to raise awareness and community resilience as a crucial part of early and effective intervention.

AAS is recruiting a highly motivated Community Engagement and Support Officer who has a passion for promoting the interests and values of AAS; and who shares our commitment in championing the rights of victims of stalking. You will have a track-record of being a high-achiever; driving excellence; and making things happen. You have experience working across a variety of social media platforms and social media scheduling tools. You are keen to bring your ideas and enthusiasm in supporting the continuous development and expansion of AAS. You have a track record of embracing equality, diversity and inclusion.

This is a full-time and fixed-term post, funded till the end of June 2025. The post may develop and be extended, subject to securing continued funding and satisfactory delivery of the key result areas.

Please contact jo@humanatwork.co.uk for the Information Pack and Application Form.

For informal discussions prior to application, please contact Karen Fullerton-Chalmers, Prevention and Community Engagement Manager, Karen.Fullerton-Chalmers@actionagainststalking.org .

Please note that we will not consider applications from previous applicants on this occasion.

**Closing date for applications is Friday 14 October 2022**

Application is by ***both*** the completed AAS Application Form and a covering letter/statement on how the applicant’s experience and expertise match the role and person requirements.

**Interviews will be held on Tuesday 25 October in AAS Office, Ayr**

Please find out more about AAS on [www.actionagainststalking.org](http://www.actionagainststalking.org)



# JOB TITLE: Community Engagement & Support Officer

# REPORTING TO: Prevention & Community Engagement Manager

# WORKING RELATIONSHIPS: CEO and Board of Trustees

#  AAS Founder

# All colleagues in AAS

#  Training development and delivery contractors

#  Volunteers

#  External organisations as appropriate

# DURATION: This is a fixed-term post, funded until end June 2025. The post may

# be developed or be extended, subject to securing recurring-funding and satisfactory delivery of Key Result Areas below.

# HOUR: 5 days per week. Normal business working hours are 9.00am to

# 5.00pm, including occasional evenings and weekends.

# SALARY: £21,000 per annum.

**LOCATION:** The AAS office is based in Ayr. Hybrid working is an option subject to

 in-person attendance at AAS meetings and AAS events as required.

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**PROBATION PERIOD:** 3 months.

**HOLIDAY ENTITLEMENT:** Full-time employee holiday entitlement is 29 days holiday in each

year April to March, and which includes 4 Public Holidays recognised by the Employer.

**Action Against Stalking – Community Engagement and Support officer**

**Role and Person Specification**

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1. **ROLE SPECIFICATION**

# **Purpose of the role:**

# The main purpose of the role is building community awareness and resilience, as a crucial and proactive component of early and effective intervention against stalking. This will be done through campaigns, projects and events, working with external partners and maximising use of digital platforms. These activities underpin the raising of AAS’ profile and the victims’ voice, thereby influencing national policies and directions, and AAS’ credibility in grant applications.

# Dimensions

# The post holder is a key member of the CEO’s Team, supporting the CEO in implementing the decisions of the Board; working closely with colleagues in the other functions to deliver shared objectives and priorities of AAS.

# Reporting to the Prevention and Community Engagement Manager, the post holder has two components to the role:

# To raise awareness of AAS and its services, and of stalking through community engagement. The post-holder will contribute to and support the delivery of the AAS Prevention, Support and Advocacy Plan and the Communication Plan, engaging with other relevant agencies.

# To provide a high-quality administrative function, enabling AAS to operate in an effective and efficient way.

This Role Specification underpins the Strategic Objectives of AAS. The Key Result Areas below are not a definitive list of tasks, rather, it is designed to give an overview of the job. It is envisaged that the post holder will use their own initiative and develop the job so that the overall aims of AAS are achieved and that continuous improvements are made to victim support.

**Key Result Areas**

1. **Raising the profile and influence of AAS in proactive way, including:**
* Contributing to the development and delivery of the Communications plan for AAS.
* Assisting in all aspects of communications, marketing and media activities to support the promotion of AAS and its influence.
* Assisting in the production and updating of marketing and promotional material; use of digital media, maintenance and updating of website and social media platforms; producing and distributing regular communication e.g. blogs, newsletter and on social media.
* Monitoring the news for stalking related news and announcements and share them across our social media platforms.
* Providing information and statistics for funding applications and contributing to the quarterly Scottish Government monitoring report.
1. **Supporting early and effective intervention to raise awareness on issues relating to stalking, building community and personal resilience, including:**
* Assisting with the development and delivery of awareness campaigns and projects, working closely with the colleagues in Throughcare Service and Income Maximisation on priority and relevant topics to build community resilience.
* Assisting with setting the social media calendar on a month-to-month basis; researching new monthly social media themes; acting as day-to-day content creator and manager for social media platform.
* Assisting with developing and deploying the social media strategy on an ongoing basis, using data driven insight and working towards monthly goals to inform future developments and grow AAS audience.
1. **Providing support in the organisation and promotion of AAS events, including:**
* Assisting with creation, organisation and delivery of AAS events, including the annual National Stalking Awareness Week (April), biennial AAS Conference, training programmes, working closely with external partners where appropriate.
* Creating promotional material for marketing events and campaigns, and subsequent promotion across digital platforms.
* Assisting with planning and hosting of virtual and livestreaming events, this includes setting up event, hosting the event on the chosen platform.
* Setting up and implementing booking and payment processes for all events, including invoicing, tracking payments and chasing outstanding invoices where required; and issuing certificates.
* Assisting with creating and monitoring AAS’ Google Ad’s campaigns.
1. **Enabling AAS to operate in an effective and efficient way, ensuring sound governance and best value at all times, including:**
* Assisting with monitoring AAS mailboxes for administration, enquires, events and press, and forwarding to relevant officers to action and responding where appropriate.
* Supporting the Prevention and Community Engagement Manager in the operation of the Board and cycle of meetings, including the preparation of agenda, issuing agenda papers, producing accurate minutes in a timeous way, and taking follow-up actions where required.
1. **Ensuring best professional practice and sound governance, including:**
* Operating within service budgets, financial authorisations, AAS policies and procedures to maintain appropriate governance within the Charity.
* Ensuring that all information must be maintained in accordance with GDPR and Data Protection Act.
* Collation of data for the production of consolidated monthly Community Engagement Report to the Board, ensuring that all information must be maintained in accordance with GDPR and Data Protection Act.
* Committing to Continuous Professional Development (CPD) - proactively keep up-to-date and develop appropriate knowledge and skills.

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# B. Person Specification

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| **Essential Criteria** |
| ***Experience*** * Higher education standards or equivalent.
* Willingness to learn a variety of social media platforms and social media scheduling tools and digital fundraising.
* Willingness to learn to develop and maintain databases.
* Administrative experience including minute-taking.
* Discretion and understanding of confidentiality issues including GDPR protocols.
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| ***Skills and Abilities*** * Excellent written and verbal communication skills.
* Creative and confident in presenting new ideas.
* Communication, research and presentation skills (including report writing).
* Willingness to learn and expand skillsets to maximise opportunities in community engagement.
* Excellent copywriting skills across a range of channels.
* Excellent organisational skills with proven ability to manage a wide range of tasks and workload, and within agreed timeframes.
* Have a strong understanding of maintaining and developing brand tone-of-voice.
* Computer literate with excellent Microsoft Office software skills, including SharePoint.
* Problem solver.
* Thorough attention to detail.
* Willingness to learn social media analytics, Google Analytics, and keyword tools.
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| ***Knowledge**** Willingness to learn the issues around stalking.

Understanding of the impact of the crime. |
| ***Personal Qualities*** * Interest in championing the rights of victims.
* Promotion of interests and values of AAS.
* Track record of embracing equality, diversity and inclusion.
* Knowledge of and interest in the issues around stalking.
* A commitment to social justice, inclusivity, and diversity in every area of work.
* A commitment to promoting excellence in the delivery of our service.
* A professional manner and ability to attend to people in an efficient and courteous way.
* Highly motivated and ambitious for AAS to reach its objectives
* Strives for excellence.
* A self-starter with an ability to work very independently as well as part of a team.
* Willingness to work flexibly.
* Track record of continuous professional development.
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| **Desirable Criteria** |
| * Good working knowledge of this sector, law enforcement and criminal justice system, primarily in Scotland would be advantageous.
* Promotion and engagement using digital platforms would be advantageous.
* Willingness to learn marketing including e-marketing, digital fundraising and social media
* Willingness to learn Adobe Suite, Final Cut Pro, Canva or similar
* Willingness to learn defining and measuring key metrics and Key Performance Indicators
* Willingness to learn Wix to update website content
* Willingness to learn and understand technical and on-page SEO
* Willingness to learn and assist with arranging events (digital and physical)
* Personal experience of working and delivering set objectives within the charity sector
* Current member of relevant professional body
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