

Job Description:

Head of Communications, Fundraising & Advocacy

About JRS

The Jesuit Refugee Service (JRS) accompanies, serves, and advocates alongside and for the rights of refugees and forcibly displaced people. JRS in the UK supports people made destitute by the asylum process through advice and casework, practical support, emotional befriending and accompaniment, a programme of creative and therapeutic activities, accommodation, and specialist legal advice. JRS UK also runs a detention outreach service supporting people detained for the administration of immigration procedures at Harmondsworth and Colnbrook, including befriending, social visiting, and casework support. JRS UK undertakes research for advocacy to policy makers, alongside communications and community outreach, to raise awareness of the real situation facing asylum seekers and to argue for a change in policies that undermine their dignity and a just society.

JRS' distinctive ethos of accompaniment radically alters the beneficiary–service provider relationship and affects all that we do: we place a high value on coming to know refugees as people who are not only defined by their situation in immigration law; we come to know refugees as friends, rather than 'clients', 'beneficiaries', or 'service users'. JRS' services seek to offer specialist intervention and respond to practical needs, but also to create spaces of hospitality, community, friendship, and participation, which enable refugees to heal and shape their own future. JRS' advocacy, communications and outreach are similarly rooted in accompaniment, beginning with listening to the experience of refugees, bringing opportunities for their experience and voices to be heard, understood, and create change.

JRS UK is based in the Hurtado Jesuit Centre in Wapping, East London. JRS UK currently has twenty-nine full and part-time staff and around one hundred volunteers, drawn from a wide variety of backgrounds, nationalities, and generations; people of all faiths and none; including refugees, young graduates, and vowed members of religious congregations. This diversity of perspectives and experience is a source of particular strength for JRS' work. We work collaboratively with JRS offices around the world, other Jesuit projects in the UK and many others in the Church and wider refugee sector.

A Global Mission

The Jesuit Refugee Service (JRS) is an international Catholic organisation with a shared global mission to accompany, serve and advocate alongside and for the rights of refugees and forcibly displaced people. JRS' work is based on hospitality, carried out in a spirit of compassion and solidarity, encouraging participation and community, aiming to kindle hope, secure justice and affirm the dignity of refugees and forced migrants.

JRS' values and ways of working are rooted in Catholic Social Teaching and Jesuit (Ignatian) spirituality: JRS actively encourages reflective practice and participative decision-making at all levels of the organisation, as well as investment in, and care for our staff and volunteer teams.

JRS worldwide has reconciliation, rooted in justice, and sought in dialogue, as one of its core strategic goals, recognising the urgent need to build bridges between refugees and communities hosting refugee populations. In the UK context, which has seen increasingly polarised rhetoric and culture

wars focused on immigration, we want to support engagement and encounter between refugees and people who may not otherwise get the chance to meet and come to know refugees or asylum seekers as people and to find ways of building a sense of shared community.

Head of Communications, Fundraising & Advocacy

The Head of Communications, Fundraising and Advocacy is a full-time post leading the work of the integrated communications, fundraising & advocacy team. You will manage, support, and recruit a small team of staff and volunteers to raise awareness, amplify the voices & experiences of refugees, influence positive change in the lives of refugees, and fundraise for our work. Everyone at JRS has a hands-on approach to their work, and this role is no different.

Working with your team, you will ensure a coherence of messaging across all JRS UK's communications channels: including policy statements, faith-based resources, formal reports for donors, media statements, web, and social media content. A new website is a high priority for JRS UK, which gives equal priority to all our strands of work.

As part of our JRS' mission of reconciliation, this role will play a key role in creating opportunities for connections and encounter within communities JRS UK would not naturally align with. The role would suit a person who passionately believes in the innate dignity of all, with a particular care for the rights of people seeking sanctuary, who is able to meet people with differing views with respectful curiosity.

The role involves working alongside refugees and volunteers from varied backgrounds, so high levels of empathy and sensitivity are essential, along with enthusiasm for JRS' mission of accompaniment, which underpins our external communications and informs our approach to walking with refugees. You will have a commitment to amplifying refugee voice and sharing refugee experience.

You will develop and lead our fundraising strategy, with a focus on diversifying our income streams. JRS UK has an annual turnover in the region of £1.5 million and we are looking to increase this to around £2.5 million over the next 3 years.

As a senior role in a small, relational, and ambitious organisation, you will have the opportunity to input into organisational-wide strategy, alongside a hands-on approach to your work, and be a real team player. You will have excellent instincts for communications and how to shape JRS' messages. You will have an enthusiasm for working in a values-driven organisation and working in a way where accompaniment sits at the heart of our work and be open to ongoing reflection and adaptation.

Specific Responsibilities

Marketing & Communications

- You will ensure that JRS' communications, visual identity, and branding upholds the dignity of refugees and is underpinned by JRS' ethos.
- Working through your team, you will lead the social media and web communications strategy, ensuring the website is up to date, sourced with fresh material and communicates our core values.
- Sign-off all marketing and communications materials produced by the team.
- Encourage the production of audio-visual communications to support specific projects & campaigns.

Income Generation

- Implement and continue to develop JRS' fundraising strategy to achieve a turnover of £2.5m
- Ensure all JRS's fundraising materials are compliant with GDPR, fundraising regulations and sector best practices.

- Respond warmly to donor queries, maintaining relationships with existing donors and widening the supporter base to new donors and supporters.
- Ensure the donor database, Salesforce, is well maintained by staff in your team, in conjunction with the Jesuits in Britain
- Encourage a culture of monitoring & evaluation in JRS UK, working closely with Service Teams
- Coordinate the production & promotion of the JRS annual report by your team.

Income reporting & Monitoring

- Regularly (at least per quarter and when requested) report on income analysis and review latest income forecasts.
- Work closely with the Interim Deputy Director to ensure income targets are being met or appropriate action is taking place if shortfalls are forecast.
- Manage the expenditure budget for Communications, Fundraising & Advocacy
- Have a working understanding of the organisational expenditure budget, to fundraise effectively for JRS' work.

Advocacy & Awareness Raising

- Accompany refugees to speak for themselves at events and support your team to do so.
- Work closely with the Senior Policy Officer to identify policy and advocacy priorities for JRS, based on accompaniment of refugee friends.
- Lead the strategy for events to raise awareness of JRS' work and the situation faced by refugees.
- Working through the Community Engagement Officer, coordinate the production of material for prayer and reflection for supporters.
- Working with your team, review and identify new audiences for outreach events for impact.
- Act as a spokesperson for JRS and support and develop others across the JRS UK team to be spokespeople.
- Ensure any collaborative publications with other organisations meet the values JRS holds with respect to portrayal of refugees.

Leadership & Development

- Line manages three direct reports, and any relevant volunteers
- Identify training and support needs for direct line reports, and coordinate delivery of training *via* other members of JRS staff and external trainers for the JRS team in relevant areas.
- Accompany and empower refugees to share their experiences, creating opportunities to amplify their voices.
- Active approach to personal growth and development, including reflecting on experience of accompanying refugees.
- Engaged approach to increasing skills and knowledge in all aspects of work.

Other

- Ensure JRS participates in relevant networks & fora in the Refugee sector, Church based and fundraising (e.g., CSAN, YourCatholicLegacy, CIOF special interest groups, IMIX)
- Liaising with JRS Europe & JRS International colleagues, where relevant

Key Relationships

- Reports to the Director
- Will need to form close working relationships with staff and volunteers across JRS.
- Will need to build relationships of trust with refugees served by JRS.

Equal Opportunities

JRS is committed to encouraging and recruiting candidates from refugee and migrant backgrounds to ensure our staff teams reflect those we serve. We particularly welcome applications from people with lived experience of detention and the UK asylum system.

The successful candidate will be offered the job subject to references and a DBS check.

Person Specification

Essential

- Sympathy and congruence with the values of JRS
- Proactive and strategic way of working, to reach out to new and existing donors, supporters, and stakeholders.
- Demonstratable experience of managing a diverse team effectively
- Demonstratable experience in at least one of: communications, advocacy, or fundraising
- Experience in refugee sector highly desirable, aptitude to get across a brief quickly is essential.
- Highly developed interpersonal skills
- High levels of empathy and sensitivity for working alongside refugees
- Curiosity about others including those who hold different views
- Aptitude for developing and maintaining good professional relationships in a setting where people have diverse backgrounds.
- Ability to work flexibly as part of a small team.
- Excellent oral and written communication skills
- Willingness to reflect on experience and ability to support others to do the same.
- Excellent IT skills
- High levels of personal integrity and respect for others
- Enthusiasm for personal growth & development.

Desirable

- Demonstrable prior experience of fundraising successfully in comparable sized organisation
- Experience of working with refugees and asylum seekers
- Experience of event management or managing others to run events.
- Familiarity with Salesforce or similar donor management tool
- Familiarity with Ignatian spirituality
- Familiarity with Catholic Social Teaching
- Enthusiasm for working within a faith context and for engaging with parishes and religious congregations.

Hours:	Fulltime (37.5 hours)
Duration:	Permanent (following 6-month probationary period)
Location:	Wapping, London
Salary:	Circa £50,000 dependent on experience
Pension:	Additional 10% of salary of employer's contribution

We particularly encourage applications from people who have first-hand experience of the UK asylum or immigration system.

You must be permitted to work in the UK. JRS UK is not able to obtain a work visa for this post.