

Communications Assistant

- Reports to: Communications Manager
- Hours: Part-time (approx. 3 days / 21 hours per week)
- Location: Flexible (remote or hybrid with occasional London office attendance)
- Salary: £27,000 FTE (pro rata)
- Contract: 1 year

About The Migraine Trust

The Migraine Trust is dedicated to helping people affected by migraine. We are the only UK migraine charity providing information and support, campaigning for awareness and change, and funding and promoting research.

One in seven people in the UK live with migraine, and this complex and debilitating neurological disorder significantly affects their lives. We have been leading and bringing the migraine community together to change this since 1965.

Every year we support millions of people through our website and support services on all aspects of migraine and for help in managing it at work, in education, and in accessing healthcare. We campaign for increased awareness and understanding of migraine, and national policy change to improve the lives of people who get it. We have funded over 140 medical research projects and hold an international symposium every two years to bring together the world's leading experts on migraine.

Our vision

A world where migraine doesn't stop anyone from living the life they want

Our mission

Everyone with migraine deserves the best possible care and treatment and support. We invest in research, campaign for long term improvements and address the stigma and misunderstanding that currently exists. No one with migraine should feel alone and we are here at every step

Our organisational values

All of our decisions and actions are guided by our values:

- People first: The needs of those we work with are central to everything we do
- Evidenced: Every decision we make is evidence based and supports the change we need
- Ambitious: We strive to achieve more than we could imagine
- Collaborative: By working together we can achieve so much more
- Empowering: We build confidence to achieve positive change

About the role

We're looking for a proactive and organised Communications Assistant to support the delivery of our communications activity across digital channels, media, and campaigns. You'll play an important role in helping us engage people affected by migraine, amplify our voice, and raise awareness of our impact.

Working as part of our small team, you'll have the opportunity to support activities across the charity including our fundraising, promoting our support services and helping tackle misunderstanding about what it means to live with migraine. We're looking for an organised person with good writing skills and the ability to manage a varied workload. You'll have the opportunity to learn about different aspects of communications and get involved in a wide range of projects. You will have demonstratable knowledge, interest, or experience of working in communications.

Key responsibilities

- Take an active role in the planning, creation and scheduling of engaging content for our social media, website and email newsletters
- Create images and edit videos using programmes such as Canva
- Monitor and respond to enquiries via social and email inboxes
- Help keep our website up to date by updating content
- Assist with planning and delivering awareness campaigns
- Support media and press activity including updating press lists
- Help collect and share stories from people with lived experience of migraine
- Keep our database up to date assisting with the management of records
- Support with the creation of publications and other materials
- Work closely with teams including Fundraising to support activity across the organisation
- Track performance data including website and social media and prepare reports when required
- Provide administrative support to the Communications Team where needed

Person Specification

Essential

- Excellent writing skills
- Creative with an eye for design to create engaging content for diverse audiences and platforms, including social media, website and newsletters
- Experience of growing and improving a professional social media account
- Familiarity with digital communications including website content, social media and email creation
- Good attention to detail and organisational skills
- A proactive, flexible attitude and willingness to learn
- Interest in health, disability, or nonprofit communications
- Able to manage a varied workload and meet deadlines

Desirable

- Experience using a website CMS (e.g. WordPress)
- Experience of adhering to brand guidelines
- Experience with basic video editing

- Familiarity with tools like Canva, Buffer/Hootsuite, Mailchimp or similar
- Competency with working with a database
- Experience working with people with lived experience or patient communities

Benefits

- Holiday: We offer 25 days holiday a year plus Bank Holidays (pro-rata for part-time employees), which increases for each year of service up to a maximum of 30 days plus Bank Holidays. Additionally, the office closes between Christmas and New Year and we give an extra day off on your birthday.
- Pension and Death in Service: We will auto-enrol you in our workplace pension and will contribute 8% of your salary subject to you contributing an amount equal to at least 4% including tax relief. Our Death in Service cover will pay out three times your annual salary.
- Training and development: Our people are our best asset. We want you to thrive and reach your full potential, both professionally and personally. We have a generous training budget, and you will be given time to make use of it. As a small organisation, we can give you opportunities to quickly grow in your role, to gain new experiences and develop new skills. We hope you use this to help drive The Migraine Trust forward, but also to have developed new skills and experience that you can use throughout your career.
- Hospital Saturday Fund Scheme: 100 HSF health plan HSF health plan includes over 30 benefits: cashback for dental and optical bills, hospital stays, vaccinations, a 24/7 GP advice line and HSF Perkbox, a discounts service. HSF Perkbox provides access to popular stores online and offline. From discounted cinema tickets to gym membership and even money off everyday shopping. With the wellbeing of our employees being core to our values, we want to ensure they are happy and healthy, and you would also have access to an Employees Assistance Programme including a free confidential helpline.
- Team Connection: The Migraine Trust is aware of the challenges of remote working and so team members are encouraged to join our online social meetings, and there are also opportunities to meet face to face at our quarterly team connection days, which all staff are expected to attend (including overnight). These are invaluable experiences to connect and work face to face with all members of the organisation on a work-based activity, along with the chance to socialise in the evening.

The Migraine Trust is an equal opportunities employer, and we welcome applications from all suitably experienced persons regardless of their race, socioeconomic backgrounds, gender, disability status, ethnicity, religion/faith, sexual orientation, or age.

How to apply

If you wish to apply, please submit your current CV and cover letter by 5pm on Friday 23rd January to recruitment@migrainetrust.org. Interviews will be week commencing 2nd February.

When writing your cover letter, please ensure that you provide specific examples to demonstrate your competencies, achievements and skills addressing the specific criteria set out.