**Job Description**

**Job title:** **Communications and Engagement Support Placement Student**

**Responsible to:** Communications Officer

**Status of post:** Full time (35 hours per week), for 48 week placement

**Grade:** £22,932 per annum, pro rata for 48 weeks

**Location**: NICVA offices, 61 Duncairn Gardens, Belfast, BT15 2GB, with working from home options.

**Review Date:** July 2025

**About NICVA:**

NICVA, the Northern Ireland Council for Voluntary Action, is a membership and representative umbrella body for the voluntary and community sector (VCS) in Northern Ireland. With over 1,500 members - ranging from household name charities to grass roots community groups - we lobby and campaign to advance the interests of the people and communities that our members support. We offer a wide range of practical services, products and support to our members to help them do what they do best - find innovative solutions for social challenges.

**Summary of main duties:**

The Communications and Engagement Support Placement Student will play a hands-on role supporting day-to-day communications and marketing operations, content development, customer engagement, and membership support.

**SPECIFIC DUTIES:**

**Content Creation and Design Work**

* Research, gather and draft stories, articles, and updates for newsletters, website and member communications
* Use Canva or similar tools to produce graphics, presentation and marketing materials.
* Create and manage image reels and photo displays for events, conferences and reception areas.
* Schedule social media posts, tag partner and member organisations and monitor engagement
* Assist in keeping NICVA social media presence active and responsive

**Web Customer Engagement**

* Monitor incoming online support requests from NICVA’s websites and resolveenquiries by providing help with basic guidance, troubleshooting, or creating updates to listings to ensure a timely resolution and clear communication with users and ensure a great user experience.
* Escalate or signpost customer issues to other relevant team members as needed.

**Customer Relationship Support**

* Maintain accurate records of customer engagement and support cases through our Customer Relationship Management System (CRM).
* Research relevant information on our members and users and ensure that our CRM is updated to allow NICVA to communicate effectively.
* Provide communications support to colleagues by setting up marketing and campaign lists in our CRM system and sending bulk communications to members and service users

**Engagement Support**

* Assist with general membership and stakeholder engagement activities, such as responding to basic enquiries, preparing materials, and supporting outreach campaigns.
* Help maintain accurate records of engagement interactions and update relevant information systems.
* Support the planning and delivery of events, webinars, or other activities that promote NICVA’s work and encourage participation.

**Other Duties**

* Provide additional administrative support to colleagues as required
* Comply with all NICVA staff policies and procedures including Equal Opportunities and Dignity at Work policies and procedures.
* Complete all mandatory training and adhere to Health & Safety at Work practices and Fire Safety guidelines.
* Contribute to the promotion of NICVA; engaging in NICVA’s mission, role modelling NICVA values and striving to achieve NICVA goals.
* Contribute to the evaluation, planning and organisation of major events in conjunction with other NICVA Staff.
* Undertake such other duties as NICVA may from time to time reasonably require.

**Person Specification**

**Review Date:** July 2025

**Job title:** **Communications and Engagement Support Placement Student**

**Essential Criteria:**

Applicants must, by the closing date for applications, have:

1. Currently studying a relevant degree (e.g. Communications, Marketing, Media or related field)
2. Strong written and verbal communication skills
3. Confident using social media platforms
4. Confident using design tools (e.g. Canva, Adobe)
5. Organised, proactive and able to manage multiple tasks
6. Attention to detail and a professional approach to handling user enquiries

**Desirable Criteria:**

1. Experience of working in the Voluntary and Community Sector
2. Experience of creating / editing video content
3. Experience supporting membership or engagement activities