



## Rare Chromosome Disorder Support Group

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| Job Title:  | Engagement and Communications Officer  |
| Based at:   | Hybrid working between the office in Oxted, Surrey and home  |
| Reports to: | CEO  |
| Term:       | 28 hours (4 days) per week, negotiable working pattern. Permanent contract after successful completion of probationary period        |
| Salary:     | £30,00-£38,000 (depending on experience), pro rata   |
| Benefits:   | 5% pension contribution, flexible working practices, 25 days holiday (pro rata) plus bank holidays and Christmas to New Year closure |

### About Unique

*Through sharing knowledge and lived experience, Unique helps families and professionals navigate the world of chromosome and gene disorders.*

Unique is a charity that provides accurate and accessible information to empower those looking for answers. Alongside this, we act as a facilitator, helping people connect with each other to share their experiences of rare gene and chromosome disorders.

We work with anyone who has been affected by, or wants to know more about, rare chromosome or gene disorders - whether that's an individual, a family, a carer, a doctor or a scientist. We believe that by working together, we can find new ways to support and celebrate people living truly unique lives.

Unique has over 30,000 members (individuals, families and professionals) globally, but our office is based in Oxted, Surrey, UK.

### The Role

The Engagement and Communications Officer is responsible for developing and nurturing relationships with Unique members who include people and families affected by rare chromosome disorders and also healthcare professionals, teachers, social workers and the many others who support the daily lives of those affected. Key responsibilities include organising Unique's regional family events, information days & other events, managing the programme of webinars and moderating the community online forums (e.g. Facebook and WhatsApp groups).

The Engagement and Communications Officer is also responsible for the communications output, including the monthly e-newsletters for members, members' magazine, managing the website content and managing Unique's social media platforms and the part-time communications assistant.

This is a vital role which ensures that members are being listened to and supported, and raises awareness of what Unique can offer to all those who need us, wherever they are in the world.

This is a hybrid role which includes working in our office in Oxted each week in order to build relationships with our small, friendly team. The role may involve UK travel to attend Unique family events and occasional weekend work, for which time off in lieu is provided.

We are committed to inclusion, equality and diversity and we welcome applicants from all parts of the community.

### **Key Responsibilities**

- Develop and deliver Unique's communications and engagement strategy
- Develop and lead on Unique's social media strategy
- Organise and deliver both in-person and virtual member meetings
- Promote Unique to multiple audiences including people/families affected by rare chromosome and gene disorders and healthcare professionals, retaining and building sustainable relationships
- Seek ways to increase Unique's profile
- Nurture relationships with existing Unique members as well as reaching new audiences
- Engage with healthcare professionals, social workers and other professionals
- Produce a monthly e-newsletter for families
- Produce the Unique biannual magazine for members and supporters
- Manage and moderate the Unique community forums (e.g. online Facebook café and WhatsApp groups)
- Manage and develop Unique's website content
- Ensure that Unique is fully utilising the communications tools and opportunities at its disposal to communicate effectively and achieve its objectives
- Provide support in identifying under-represented groups or individuals and develop a wide range of channels to allow them to access Unique resources and membership
- Collate and record impact and engagement
- Work with the Unique team to produce the Annual Report and Impact Statement

### **Person Specification**

#### **Essential qualities, skills and experience**

- Excellent communication skills, both written and oral
- Experience of developing and delivering communications and engagement strategies using a range of channels, including websites, email, social media, printed materials and events
- Ability to write clearly for a range of audiences, with strong attention to detail
- Ability to work both as part of a team and independently
- Excellent understanding and empathy of the issues those affected by rare chromosome and gene disorders experience
- A can-do attitude, with enthusiasm and creativity
- Ability to meet agreed deadlines, prioritise workload and maximise the use of time
- A commitment to the aims and objectives of Unique

**Desirable qualities, skills and experience**

- Experience of working in the area of disability/genetics
- Experience of working in the charity/voluntary sector
- Experience of event organising

**Additional requirements**

- To be able to work occasional evenings and weekends (for Unique family events)
- Willing to undertake occasional travel within the UK (for Unique family events)

**How to Apply**

To apply please email a CV and cover letter to Sarah Wynn, CEO, by email at: [sarah@rarechromo.org](mailto:sarah@rarechromo.org). Closing date 7<sup>th</sup> March 2025

Your cover letter should explain why you are interested in this post and what makes you ideally suited for the role.

Interviews are planned for the week beginning 17<sup>th</sup> March 2025.

Start date: As soon as possible after satisfactory references.

If you have any questions or would like any further information, please contact Sarah Wynn, CEO, by email at [sarah@rarechromo.org](mailto:sarah@rarechromo.org) or by phone at 01883-723356 or visit [www.rarechromo.org](http://www.rarechromo.org)