



# Changing Pathways

ENDING ABUSE. EMPOWERING LIVES.

# Application Pack

2026

# Communications Officer



# Welcome

Changing Pathways is a registered Charity, providing domestic abuse services across the south of Essex, in partnership with Ending Violence in Essex Charity.

We are the Essex County Council commissioned service for **Harlow, Epping, Brentwood, Thurrock and Basildon.**

We deliver a range of services, offering a non-judgemental, trauma informed approach to support men, women and children who are or have experience domestic abuse. This includes:

- **Safe accommodation**
- **Outreach Support**
- **Specialist Services for the Global Majority**
- **Stalking Support**
- **Counselling**
- **Training**

Joining our team means becoming part of a dynamic, innovative, and supportive environment where your growth and success matter. We are passionate about what we do, and we value collaboration, creativity, and excellence. By joining us, you'll work alongside talented individuals who inspire and challenge one another to achieve their best. We are committed to providing opportunities for professional development, fostering a culture of inclusivity, and recognising the unique contributions of every team member. If you're looking for a workplace that values your skills, encourages your ideas, and supports your ambitions, this is the perfect place for you to thrive.

**Tania Woodgate**

**Chief Executive Officer**



## Our Vision

Our vision is a world in which all can live fulfilled lives, free from domestic abuse. We aim to create an equitable and just future for women, men and their families.

## Our Mission

We do this to by helping everyone find their own pathway out of life of domestic abuse and change their future for the better. We understand the complexities of domestic abuse and that individual who connect us are coming from different points in their journey, some are still in their relationships, some have left, but regardless of where they are, we will support them all.

## Our Values

**EMPOWER** individuals to make their own choices in a safe environment to enable them to regain their independence.

Work with **RESPECT AND DIGNITY**, valuing everyone's experiences and circumstances and advocating for their unique needs.

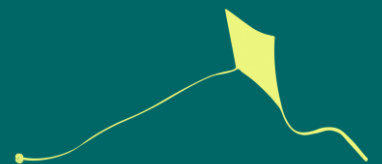
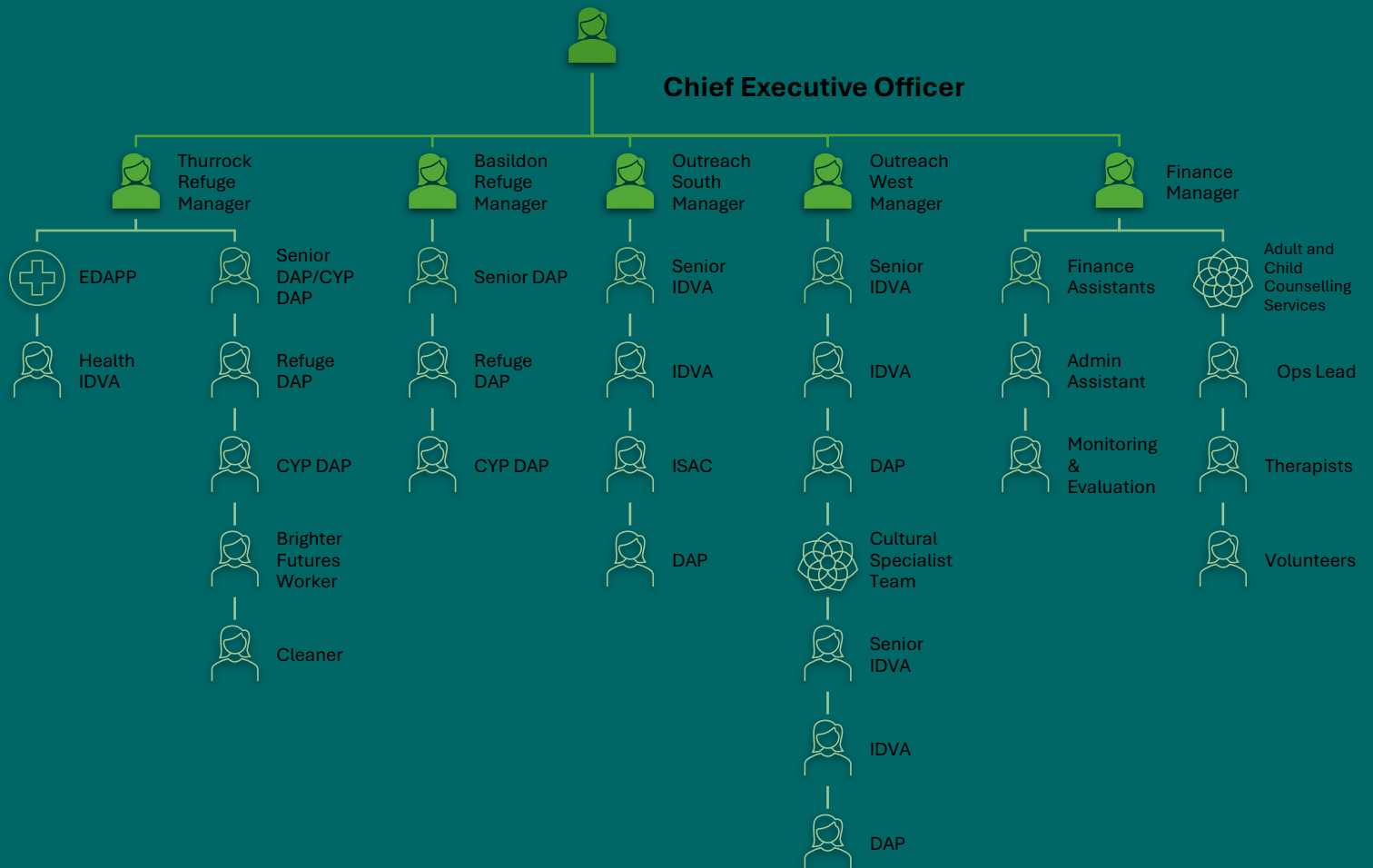
**EDUCATE** for the devastating impact that domestic abuse has on individuals, local community and society.

**COLLABORATE** and work in partnership with other organisations to provide the best support for those impacted.



# OUR TEAM

## Board of Trustees



## The Role

The Communications Officer will support the development and delivery of Changing Pathways' communications and engagement activity. This is an entry-level role designed for someone looking to build a career in marketing and communications within a values-driven, trauma-informed organisation.

The postholder will help raise awareness of our services, amplify survivor voices (safely and appropriately), and promote the organisation's work through social media, campaigns, events and brand development.

This role plays an important part in ensuring our messaging is clear, consistent and aligned with our values, while engaging a wide range of audiences including service users, partners, funders and the wider community.

Our Staff adhere to our values, that make us PROUD of our organisation.



### Positivity

We approach change and challenges with a positive mindset and optimism



### Respect

We treat everyone fairly and with respect, value and celebrate differences



### Ownership

Our behaviours are PROUD towards everyone regardless of their role



### Unity

We are one Organisation. Together we are stronger



### Dedication

We uphold a strong commitment to our clients, our work, the organisation and each other



# Main Responsibilities

## MAIN DUTIES:

### 1. Social Media & Digital Content

- Support the planning and delivery of social media content across platforms (e.g. Instagram, Facebook, LinkedIn, X)
- Create engaging, accessible and appropriate content (graphics, captions, short videos)
- Schedule and monitor posts, responding to comments/messages where appropriate
- Track engagement and performance, supporting reporting on reach and impact
- Ensure all content is trauma-informed, safe and aligned with safeguarding and confidentiality requirements

### 2. Campaigns & Awareness Raising

- Support the delivery of communications campaigns (e.g. awareness days, fundraising campaigns, service promotions)
- Contribute ideas for creative campaigns that align with organisational priorities
- Assist in developing campaign materials (digital and print)
- Work with colleagues to gather stories, insights and impact data to support campaigns

### 3. Branding & Communications Consistency

- Support the consistent use of Changing Pathways' brand, tone and messaging across all materials
- Assist in developing templates and resources to help staff communicate clearly and consistently
- Help maintain and organise communication assets (photos, case studies, templates)
- Ensure all communications reflect a survivor-centred and inclusive approach



#### **4. Events & Engagement**

- Support the planning and delivery of internal and external events (e.g. awareness events, stakeholder engagement, community outreach)
- Assist with event promotion, materials and logistics
- Attend events to capture content (e.g. photos, social media updates) where appropriate
- Help ensure events are accessible, inclusive and aligned with organisational values

#### **5. Content Creation & Storytelling**

- Support the development of newsletters, website content and promotional materials
- Work with teams to gather stories of impact (ensuring consent and confidentiality)
- Help translate complex service information into clear, engaging communications

#### **6. General Communications Support**

- Provide day-to-day support to the Communications function
- Maintain content calendars and communication plans
- Support internal communications where needed
- Undertake administrative tasks related to communications and events

#### **GENERAL:**

1. Identify own training and development needs and participate in all training courses relevant to the Changing Pathway's commitment to providing high quality services.
2. Work at all times with due regard to the policies and procedures of Changing Pathways, including financial regulations, participating in their development and amendment where required.
3. Willingness to work outside normal working hours including evenings and weekends and to participate in promotional, fundraising and income generating events, activities and any other duties as may be reasonably required by the organisation.



## OTHER:

1. The post is subject to a DBS disclosure which will be carried out at appointment of a candidate.
2. This post is subject to completion of a six-month probationary period.
3. Must be able to drive (the Pool Vehicle to visit sites) and work across the whole contract area as required.
4. Must hold business cover insurance on their own vehicle.
5. Post is open to women only under the Equality Act 2010, schedule 9, part 1

This job description is not designed to provide an exhaustive list of tasks and therefore the post holder is expected to undertake any other reasonable duties within the scope of the post as specified by their line manager.

## PERSON SPECIFICATION

<b>EXPERIENCE</b>		
<b>Criteria</b>	<b>Essential/ Desirable</b>	<b>How Assessed</b>
Some experience (paid, voluntary or academic) in communications, marketing or social media	E	Application Form/Interview
Experience creating content for social media or digital platforms	E	Application Form/Interview
Experience supporting campaigns, events or community engagement	D	Application Form/Interview
Experience using design tools (e.g. Canva or similar)	D	Application Form/Interview
Experience in the charity, public sector or values-led organisation	D	Application Form/Interview
Qualification or training in a relevant field such as communications, marketing, graphic design, creative media, visual arts, film, photography, or similar OR demonstrable experience/portfolio of creative content (e.g. social media, design, video, writing)	E	Application Form/Interview
<b>KNOWLEDGE AND UNDERSTANDING</b>		
<b>Criteria</b>	<b>Essential/ Desirable</b>	<b>How Assessed</b>
Basic understanding of social media platforms and how they are used for engagement	E	Application Form/Interview
Awareness of inclusive and accessible communication	E	Application Form/Interview
Understanding of trauma-informed communication	D	Application Form/Interview



Awareness of issues relating to domestic abuse / VAWG	D	Application Form/Interview
<b>SKILLS AND ABILITIES</b>		
<b>Criteria</b>	<b>Essential/Desirable</b>	<b>How Assessed</b>
Strong written communication skills with attention to detail	E	Application Form/Interview
Creative thinking and ability to generate content ideas	E	Application Form/Interview
Good organisational skills and ability to manage tasks and deadlines	E	Application Form/Interview
Ability to work collaboratively with a range of colleagues	E	Application Form/Interview
Willingness to learn and develop within a communications role	E	Application Form/Interview
Engaging communicator and the ability to adapt messages to suit the audience	E	Application Form/Interview
Proven ability to build strong and lasting relationships	E	Application Form/Interview
Excellent organisational skills with good attention to detail	E	Application Form/Interview
Excellent IT skills including the ability to use Microsoft Office and organisational case management databases	E	Application Form/Interview
<b>EDUCATION</b>		
<b>Criteria</b>	<b>Essential/Desirable</b>	<b>How Assessed</b>
A good standard of general education	E	Application Form
<b>OTHER/PERSONAL ATTRIBUTES</b>		
<b>Criteria</b>	<b>Essential/Desirable</b>	<b>How Assessed</b>
Commitment to equal opportunities and anti-discriminatory practice	E	Application Form/Interview
Willingness to undertake training and a commitment to continuous personal development	E	Application Form/Interview
Willingness to work flexibly and able to travel to different sites and venues	E	Application Form/Interview
Passion for making a difference and supporting a values-driven organisation	E	Application Form/Interview
Proactive and enthusiastic approach	E	Application Form/Interview
Sensitivity and professionalism when handling sensitive topics	E	Application Form/Interview
Open to feedback and committed to learning	E	Application Form/Interview





## What you can expect from us

### **Supportive Work Environment**

- A culture of respect, collaboration, and inclusivity.
- Open-door policy for feedback, ideas, and concerns.

### **Opportunities for Growth**

- Continuous learning through training programs, workshops, and certifications.
- Clear career progression paths to help you achieve your goals.

### **Work-Life Balance**

- Flexible working hours and hybrid/remote work options.
- Paid time off, holidays, and wellness days.

### **Competitive Compensation**

- Fair and market-aligned salary packages.

### **Recognition and Rewards**

- Regular acknowledgment of individual and team contributions.
- Awards, shout-outs, and celebrations of success.

### **Innovation and Creativity**

- Encouragement to bring new ideas to the table.
- Freedom to innovate, experiment, and grow professionally.

### **A Focus on Well-Being**

- Mental health resources and employee assistance programs.

### **Social Responsibility**

- Commitment to sustainability and ethical practices.

### **Empowerment and Autonomy**

- Trust in employees to take ownership of their work.
- Support for independent decision-making and problem-solving



# TERMS AND CONDITIONS

<b>Contract</b>	This is a full time position. On a 1-year fixed term contract (possibility of extension).
<b>Salary</b>	<b>£26,222.00</b> per annum paid monthly
<b>Reports to:</b>	CEO
<b>Benefits Include</b>	Contributory Pension Scheme. Equipment to undertake your role (hybrid). Training and developed tailored to your level of experience. Staff Discounts on BrightHR. Pets at Work Policy.
<b>Hours</b>	37.5hrs per week.
<b>Leave</b>	25 days per year plus bank holidays (pro rata).
<b>Expenses</b>	You will be reimbursed for all reasonable expenses which are incurred by you in the proper performance of your duties
<b>Location</b>	Changing Pathways main office is in Felmores End, Basildon - mainly remote with a requirement to attend the office on occasion and 6 meetings in Essex per year. Free parking is available.
<b>Occupational Sick Pay</b>	On successful completion of probation, we offer tiered sickness pay benefits.
<b>Notice Period</b>	4 weeks' notice

## How to apply

Please complete our application form and email completed form to [welcome@changingpathways.org](mailto:welcome@changingpathways.org) stating clearly in the subject line the post you are applying for.

Those shortlisted for interviewed will be informed by email no later than two weeks after the closing date. Only those who are successfully shortlisted will be contacted.

**We are committed to operating within the legal framework of the Equality Act 2010. As our organisation qualifies for an exemption under Section 9 of the Act, we only recruit female candidates for this role. This exemption is applied**



lawfully and in accordance with the specific occupational requirements of our organisation.

