



Job Title: Communications Assistant
Department: Communications/Fundraising
Reports to: Director of Communications
Location: Hybrid with a minimum 1-2 days p/week in Hertfordshire/Bedfordshire
Hours: Full time (35 hours p/week)
Contract: £20,000-£22,000 p/a dependent on experience, 6 month probation with permanent post on completion

Role (summary):

The Human Milk Foundation is looking for a bright, driven and analytically minded Communications Assistant with a keen interest in all aspects of digital marketing and emerging technology – from how digital channels and tools work, to how they can be used for messaging which inspires people to engage with services and products.

The role would suit a recent graduate looking to start their career in communications, with a passion for making a difference in the world. Working directly under the supervision of the Director of Communications, you will be given full training to scope and run a variety of projects, delivering to the highest possible standard. This is a brilliant opportunity to join a team where you can make a real difference to people's lives while developing your communications skills and knowledge within the charity sector.

You'll be a good verbal and written communicator that knows how to articulate your own ideas, and a reliable pair of hands to organise and manage tasks. No two days are the same at the Human Milk Foundation so you'll have the opportunity to work on a wide variety of different creative tasks, learn how to use digital platforms to connect and engage with different target audiences, managing projects both offline and online to drive forward the mission of the charity. As the Communications Assistant, you will become the day-to-day contact for internal communications queries and the role will require you to:

- Maintain good communication pre and post meetings.
- Maintain good working relationships with internal and external partners.
- Escalate anything that looks like an issue to the Director of Communications.
- Bring ideas and potential opportunities to senior team members.

Key responsibilities:

Assistance with the day-to-day running of the charity's communications to support growth, engagement & recognition of the organisations vision and values, including:

- ◆ Management of our email database and eCRM programme within Mailchimp.
- ◆ Support with preparation of creative templates including newsletters, event invitation emails, and campaign emails.
- ◆ Assistance with creative production of promotional material including image and asset sourcing, preparation of draft content and proof reading.

- ◆ Preparing communications updates and analytics reports for meetings, using platforms such as Google Analytics, Meta Business Suite.
- ◆ Keeping our website updated with recent content inc. news/events/opportunities.
- ◆ Assisting with coordination of media pieces including writing press releases in line with HMF tone of voice and liaising with press contacts.
- ◆ Managing local awareness raising / fundraising projects.
- ◆ Helping to organise charity events including arranging conference stands, ordering communications materials, making travel arrangements, liaising with suppliers, and preparing risk assessments.
- ◆ Ensuring that all communications materials are in line with HMF brand guidelines and with the mission and values of the organisation, and that they meet legal, compliance and regulatory requirements including IOF, Charities Commission, GDPR and HMF policies.
- ◆ Monitoring and analysis of the wider communications and fundraising landscape to highlight opportunities for growth and development.
- ◆ Attending and minuting meetings where required, proactively sharing ideas and undertaking any other duties as required.

Personal Attributes

- ◆ Enthusiastic, motivated and active member of the team.
- ◆ Ability to prioritise and work to deadlines.
- ◆ Detail-oriented, a strong communicator and effective presenter.
- ◆ Good interpersonal and organisational skills.
- ◆ An awareness of design and the importance of a great user experience.
- ◆ Good at time management.
- ◆ Confident working with others to inspire a high quality standard.

Charity overview:

The Human Milk Foundation (HMF) is a charity based at the Rothamsted Institute in, Hertfordshire. Our goal is to support more families to feed their babies with human milk, through education, research and the supply of donor human milk. Our vision is a national service that provides tailored services for every community, and we welcome diversity in every respect.

The HMF operates the UK's first independent, non-profit human milk bank - the Hearts Milk Bank (HMB, www.heartsmilkbank.org). Hearts provides donor human milk (DHM) to neonatal intensive care units across England and Wales. Much like donated human blood, there are situations where donated human milk can be lifesaving. Premature babies are very vulnerable and at risk of infections and life-threatening conditions such as necrotising enterocolitis (NEC), which causes some or all of the bowel to die. Mothers who have given birth early are sometimes unable to produce enough of their own milk straight away and can be very unwell themselves, so donor milk is vital in protecting baby during the first days and weeks after birth; a combination of support and DHM can allow the time needed to establish their own milk supply.

The HMB team recruit milk donors who undergo blood tests and a detailed lifestyle and health questionnaire before donating milk. Donor milk is collected from donors by volunteer SERV (“blood- biker”) or HMF volunteers and delivered to the milk bank where it is heat-treated (pasteurised) to destroy potentially harmful bacteria and viruses, checked by microbiologists to make sure that there is no bacterial contamination and stored frozen. The milk is collected and delivered to hospitals and to mothers in the community who cannot breastfeed such as those with cancer, HIV or lack of breast tissue. The HMB has recruited more than 1400 milk donors in the past 4 years and supplied donor milk to feed 1000s babies cared for in over 50 neonatal units. We have also supported more than 400 families in the community, including mothers who are establishing their own milk supply and mothers with cancer. The HMB is also a recruitment centre for a range of research projects in association with Imperial College London and a network of collaborating universities nationally.

There are now six hubs in the HMB network in Swansea, the East Midlands, Norfolk, Kent, Sussex and Northumbria. Hubs are to facilitate mothers to donate their milk locally, while making DHM available to local neonatal units and families, and reduce the environmental and cost burden on transportation.

The Human Milk Foundation has a small team of dedicated individuals with a broad skillset across medicine, lactation support, milk banking, research, design and communications. All team members share a passion to improve the health of future mothers and babies and to give mothers the support they need to be able to feed their babies as they choose.

The HMF is committed to promoting equal opportunities in employment and volunteer recruitment. You and any job applicants will receive equal treatment regardless of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation (Protected Characteristics).

Person specification:

Requirements: Candidates will be expected to demonstrate the following:	Essential (E) Desirable (D)
Education	
A-levels / equivalent including English, Media or relevant subject	E
Degree level subject involving essay writing	E
Skills and Abilities	

Requirements: Candidates will be expected to demonstrate the following:	Essential (E) Desirable (D)
Proficient use of Mac OSX and Microsoft software e.g Excel, Powerpoint, Keynote	E
Detail oriented approach to work, with multitasking abilities	E
Excellent verbal and written communication skills	E
Empathetic and able to work with a wide range of people	E
Knowledge and Experience	
Maintaining confidential data within GDPR requirements	D
Awareness of / experience in design and great user experience	D
Use of CMS platforms and website management	D
Understanding of digital platforms e.g. social media publishing suites, Mailchimp, analytics platforms e.g. Google Analytics	D
Understanding of the principles and practices of charity and not for profit, and a willingness to learn	D

Roles in this rapidly growing organisation may flex or change over time. Some elements of this job description may develop and others may be less relevant as the organisation changes and in line with any developing career interests of the successful candidate.

Please send your CV, two references and a covering email, to info@humanmilkfoundation.org. Informal enquiries and virtual tours to meet the team are encouraged.