Communications Officer x 2 positions
(Events and Media | Website and Publishing)

£32,840 - £42,570 p.a., depending on experience
London | SW1

The Resolution Foundation is an independent think-tank focused on improving living standards for those on low to middle incomes. Our reputation for rigorous analytical work that results in effective policy solutions places us at the forefront of the UK debate on economic and social policy.

The Resolution Foundation is looking for two talented and committed individuals to contribute to the delivery of our communications strategy spanning editorial, press and digital media, to oversee our publications and website, and to lead our high-profile public events with leading politicians, economists, business leaders and policy makers.

What do the roles involve?

Working closely with our core team of economic and policy experts, these roles are key to ensuring the Foundation maintains our high public profile, achieves tangible impact, and reaches new audiences, as we continue to deliver an exciting plan of work at a crucial time for the economy, and for public policy.

Both roles involve working across the broad range of our outputs and there will be considerable crossover between them, and across the communications team.

While knowledge of the UK’s social policy environment would be beneficial, key will be excellent communication and project management skills, and the creative ability to take the lead on the presentation of our outputs to ensure they align with the quality of our research and analysis.

Due to the nature of these positions, some out of hours work will be required, for which time off in lieu is available, as appropriate.

What kind of person are we looking for?

The Communications Officer roles would suit individuals who are passionate about delivering creative content, and / or able to work with organisations and leaders across politics and business to deliver high impact events.

The Events and Media position would suit someone who is keen to work with leading politicians, business leaders, and economics and policy experts to run a busy, high-profile events programme.

The Website and Publications role would suit someone with creative flair and a keen eye for detail in order to ensure that the Foundation’s outputs are high-quality and high-impact.

We are a fast-paced organisation, currently focused on responding to the cost of living crisis and the state of the nation in an election year, as well as contributing to crucial longer-term public policy debates from the future of the minimum wage to intergenerational equity. Both roles require the ability to be flexible and respond proactively. The capability to work at pace, on a number of different projects is also essential. The ideal candidates will also be comfortable working collaboratively with a wide range of stakeholders from academia, government, industry, and the broader research community.
What is the organisational culture?

The Resolution Foundation prides itself on analytical rigor and we strive to achieve standards of excellence in all our work. This commitment is matched by dedication to our core purpose, working to improve the living standards of those on low to middle incomes. These twin pillars of rigour and purpose underpin everything we do.

The Foundation is a small team and staff members support each other and share cross-organisational work in addition to fulfilling individual responsibilities. We offer a competitive benefits package and the opportunity to join our team at an exciting time in our development as the Foundation builds on a period of significant impact and seeks to step up to major challenges in the years ahead. We actively develop and grow the skills and reputations of all our team, and provide training and development opportunities, including support for formal qualifications when applicable. The Foundation's office is based in Westminster with home working available two days per week. We also have a range of equality, diversity, inclusivity and family-friendly policies and practices.

Diversity at the Resolution Foundation

We value and are committed to increasing diversity within both our own organisation and the economic policy making sector more widely, and we are keen to attract applications from under-represented communities and groups. For more information about our ongoing work in this area, please see our recruitment brochure.

Pre-application Workshops

As part of this commitment, we invite interested candidates from underrepresented groups and communities to attend a pre-application workshop with our team, where we will share information about the think tank sector generally, the application process, and what it’s like to work for the Foundation as a Communications Officer.

This pre-application workshop is aimed at people from Black, Asian and other minority ethnic groups, people with work-limiting health conditions or impairments, young adults with caring responsibilities (including young parents), mature students, people from lower-income backgrounds, care leavers and LGBT+ students.

The workshops will be held on Friday 22 March 2024. If you are interested in attending, please contact recruitment@resolutionfoundation.org.

We are also happy to provide reasonable adjustments relating to the application process and/or the demands of the role itself. Please contact sharmina.khanam@resolutionfoundation.org if you would like to speak to someone in confidence about your needs.

Closing date: 08:59am on 5 April 2024
First interviews: 16 and 17 April 2024
Second interviews: 23 April 2024
Communications Officer: Events and Media

Main duties and responsibilities

• Working closely with the Director of Communications, deliver and expand the Foundation's busy programme of high-profile external events, including:
  • Manage the Foundation's public events in Westminster, including on-the-day management, and finding new ways to improve both their quality and reach.
  • Manage the Foundation's public events around the UK, including sourcing venues, partner organisation and audience building.
  • Widen access to Foundation events, and integrate material – including livestreams, podcasts, photos and video clips – into the Foundation's wider communications strategy.
  • Oversee the Foundation's party conference programme, and lead on identifying other conference speaking engagements.
• Working closely with the Director of Communications, promote the Foundation's work direct to the media, including:
  • Oversee the media strategy on key Resolution Foundation publications.
  • Write press notices, sell-in stories and deal with media enquiries.
• Support the Foundation's fast growing online and digital presence, including:
  • Deliver a social media strategy that promotes and increases the Foundation's online presence, ensuring RF is learning from and leading the field, and helps to shape political and economic debates.
  • Develop new and effective forms of digital communication, including videos, animations, infographics and research summaries.
• Support the dissemination of publications, including:
  • Use Adobe InDesign to edit and publish Foundation reports (with help and direction from colleagues).
• Any other duties as deemed reasonable by the line manager.

About you

Essential requirements include:

• Clear, fluent and concise oral and written communication skills.
• Knowledge and experience of managing events.
• Confidence in editing complex material with a close attention to detail.
• Excellent project management skills.
• A good understanding of UK politics, and social and economic policy, and of the media and communications.
• Highly organised with the ability to be flexible, multi-task and respond proactively to fast-paced events.
• A professional manner and the ability to deal confidently with a range of external stakeholders.
• A creative ability to contribute new thinking on how best to communicate the Foundation's work.
• A commitment to the Resolution Foundation's core mission.

Desirable characteristics include:

• Experience of content creation in some or all of these formats: livestreams, websites, video, animation, graphics and audio.
• Experience of using a CMS, ideally WordPress.
• Knowledge of the Adobe Creative suite, particularly InDesign and Illustrator.
Communications Officer: Website and Publishing

Main duties and responsibilities

• Working closely with the Director of Communications, oversee the dissemination of the Foundation’s publications and its website, including:
  • Use Adobe InDesign to edit and publish Foundation reports (with help and direction from colleagues).
  • Lead on monitoring RF house style, including oversight of external material and the development of templates.
  • Draft summaries of research, news and events for the website and other communications channels, including blogs and comment pieces.
  • Work with web developer to maintain, improve and broaden the reach of the Resolution Foundation website.

• Support the Foundation’s work direct to the media, including:
  • Oversee the media strategy on key Resolution Foundation publications.
  • Write press notices, sell-in stories and deal with media enquiries.

• Support the Foundation’s fast growing online and digital presence, including:
  • Deliver a social media strategy that promotes and increases the Foundation’s online presence, ensuring RF is learning from and leading the field, and helps to shape political and economic debates.
  • Develop new and effective forms of digital communication, including videos, animations, infographics and research summaries.

• Support the delivery the Foundation’s busy programme of high-profile external events, including:
  • Manage the Foundation’s public events in Westminster and around the UK, including on-the-day management.

• Any other duties as deemed reasonable by the line manager.

About you

Essential requirements include:

• Clear, fluent and concise oral and written communication skills.
• Confidence in editing complex material with a close attention to detail.
• Experience of using a CMS, ideally WordPress.
• Knowledge of the Adobe Creative suite, particularly InDesign and Illustrator.
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• Knowledge of the Adobe Creative suite, particularly InDesign and Illustrator.
### Summary of main terms and conditions

Some of the main terms and conditions for this post are summarised below. This summary does not form part of any subsequent employment contract. The Foundation has a defined contribution pension scheme and a range of flexible and family friendly policies. We also invest in training, including providing support with formal qualifications when appropriate.

Due to the nature of this post, sometimes you will be expected to work outside normal office hours. Time off in lieu is available when appropriate.

The Foundation is a small team and staff members support each other, work flexibly, and share cross-organisational work in addition to fulfilling individual responsibilities.

<table>
<thead>
<tr>
<th>Job title: Communications Officer</th>
<th>Salary: £32,840 - £42,570 p.a., depending on experience</th>
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<tr>
<td>Location: London, SW1</td>
<td>Probation period: Three months</td>
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<tr>
<td>Contract: Permanent</td>
<td>Notice period: Three months</td>
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<td>Accountable to: Director of Comms</td>
<td>Working Hours: 37.5 hours a week, 09.00-17.30</td>
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<td>Annual leave: 30 days p.a. plus bank holidays</td>
<td>Mon to Fri, although exact timings are flexible and you may sometimes be asked to participate outside these hours.</td>
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How to apply
Resolution Foundation uses an online application platform for all our roles. Developed by the Behavioural Insights Team, BeApplied is designed to eliminate unconscious bias in the recruitment process. If you would like to apply, please visit https://app.beapplied.com/apply/mpi62pmlv.

The application process has two stages.

I. About you: The platform will ask you for some personal details and to upload your CV. The work-based scenario questions are first assessed blind by multiple reviewers so your personal details and CV will only become visible to the Foundation if you are shortlisted.

II. Work-place scenario-based questions: You will be asked to complete three work-place scenario-based questions which are relevant to the role and will be marked against the essential requirements section of the job description. Each question has a 250-word limit and you will have the opportunity to amend these sections before submitting your application.

N.B. Each of your answers will be reviewed separately and anonymously by different people. This means the person reviewing your answer to question 2 will not have access to your answer to question 1, and so on. Therefore, do not refer in one answer to what you have written in another (e.g. avoid using phrases like “as explained above”). If it is relevant, explain again in full.

Use of AI in the application process
Please refrain from using AI software to help answer the application questions. While we appreciate AI software can be a useful work tool, the Applied system requires all candidates to certify that the answers they provide are their own original work and not plagiarised nor automatically generated. Applied provides an AI generated answer for reviewers to refer to when sifting and asks them to flag responses they suspect may be AI generated. Using AI to help construct your answers may therefore be detrimental to your application.

Equal Opportunities Monitoring
In line with our determination to attract a diverse workforce, we constantly review our recruitment procedures. To help with this, we would be grateful if you would complete the equal opportunities monitoring form provided on the application platform. Any information you provide is collated anonymously and used solely to track the effectiveness of our recruitment campaign.
Closing Date
To be considered for this opportunity, please ensure you submit your application by on 08:59am on 5 April 2024.

Interviews
Shortlisted applicants will be contacted as soon as possible after the closing date. We expect to hold first interviews on 16 and 17 April 2024 with second interviews on 23 April 2024. Please let us know if you have any specific requirements so we can make any necessary reasonable adjustments in advance.

Financial Assistance
Assistance for interview expenses may be provided subject to agreement in advance. If you are invited to attend an interview and would like to be reimbursed for travel expenses, please let us know when confirming your attendance. We are unable to cover international travel expenses but can offer virtual interviews instead.

Office-Based and Remote Working
The Foundation’s office is based in Westminster with home working available two days per week. If you have any health concerns that may impact your working arrangements or queries about caring responsibilities, please contact sharmina.khanam@resolutionfoundation.org.

Feedback
All unsuccessful applicants will be sent feedback about their application through the Applied platform. Candidates who have attended an interview will be offered in-depth feedback in order for the experience to assist in preparing for future interviews. We also welcome any feedback candidates have about the application process.
Privacy notice for job applicants

When you apply for a job with the Foundation, we collect and process a range of information about you.

This includes:

- your name, address and contact details, including email address and telephone number;
- details of your qualifications, skills, experience and employment history;
- information about your current level of remuneration, including benefit entitlements;
- whether or not you have a disability for which the Foundation needs to make reasonable adjustments during the recruitment process; and
- Information about your entitlement to work in the UK.

The Foundation may collect this information in a variety of ways. For example, data might be provided by recruitment agencies, contained in applications, CVs or resumes, obtained from your passport or other identity documents, or collected through interviews or other forms of assessment, including online tests. The Foundation may also collect personal data about you from third parties, e.g. references supplied by former employers, information from employment background providers. The Foundation will seek information from third parties only once a job offer to you has been made and will inform you that it is doing so.

Data will be stored in a range of different places, including on your application record, in HR management systems and on other IT systems (including email).

Why does the Foundation process personal data?

The Foundation needs to process data to take steps at your request prior to entering into a contract with you. It may also need to process your data to enter into a contract with you. In some cases, the Foundation needs to process data to ensure that it is complying with its legal obligations. For example, it is required to check a successful applicant's eligibility to work in the UK before employment starts.

The Foundation has a legitimate interest in processing personal data during the recruitment process and for keeping records of the process. Processing data from job applicants allows the Foundation to manage the recruitment process, assess and confirm a candidate's suitability for employment and decide to whom to offer a job. The Foundation may also need to process data from job applicants to respond to and defend against legal claims.

The Foundation may process special categories of data, such as information about ethnic origin, sexual orientation or religion or belief, to monitor recruitment statistics. It may also collect information about whether or not applicants are disabled to make reasonable adjustments for candidates who have a disability. The Foundation processes such information to carry out its obligations and exercise specific rights in relation to employment.

The Foundation will not use your data for any purpose other than the recruitment exercise for which you have applied.

If your application is unsuccessful, the Foundation may keep your personal data on file in case there are future employment opportunities for which you may be suited. The Foundation will ask for your consent before it keeps your data for this purpose and you are free to withdraw your consent at any time.

Who has access to data?

Job applicant personal information may be shared internally for the purposes of the recruitment exercise. This includes members of the HR and recruitment team, interviewers and managers involved in the recruitment process, and IT staff if access to the data is necessary for the performance of their roles.

The Foundation will not share your data with third parties, unless your application for employment is successful and it makes you an offer of employment. The Foundation will then share your data with former employers to obtain references for you.

Your data will not be transferred outside the European Economic Area (EEA).

How does the Foundation protect data?

The Foundation takes the security of your data seriously. It has internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our employees in the proper performance of their duties. Recruitment data is kept in a secure location with access restricted to HR employees only.

For how long does the Foundation keep data?

The Foundation will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

In some circumstances we may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

If your job application for employment is unsuccessful, the Foundation will hold your data on file for 6 months after the end of the relevant recruitment process. If you agree to allow the Foundation to keep your personal data on file, the Foundation will hold your data on file for a further 6 months.

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for consideration for future employment opportunities. At the end of that period, or once you withdraw your consent, your data will be deleted or destroyed.

If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personnel file and retained during your employment. The periods for which your data will be held will be provided to you in a new privacy notice.

Your rights

As a data subject, you have rights under data protection laws in relation to your personal data. You have the right to:

• Request access to your personal data (commonly known as a “data subject access request”). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.

• Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.

• Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

• Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.

• Request restriction of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios: (a) if you want us to establish the data's accuracy; (b) where our use of the data is unlawful but you do not want us to erase it; (c) where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or (d) you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.

• Request the transfer of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.

• Withdraw consent at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

• If you would like to exercise any of these rights, please contact dataprotection@resolutionfoundation.org. If you believe that the Foundation has not complied with your data protection rights, you can complain to the Information Commissioner.

No fee usually required: You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

What we may need from you: We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

Time limit to respond: We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

What if you do not provide personal data? You are under no statutory or contractual obligation to provide data to the Foundation during the recruitment process. However, if you do not provide the information, the Foundation may not be able to process your application properly or at all.

Automated decision-making: Recruitment processes are not based solely on automated decision-making.

For more information about Google’s privacy policy, please visit: https://privacy.google.com/index.html#. We do not make, and do not allow Google to make, any attempt to find out the identities of those submitting the form. Information is used for monitoring purposes only and completing this form is not a requirement of application.