

Digital Communications Officer

Role information

Reports to	Head of Engagement and Communications
Contract type	Permanent
Hours	Full time (37 hours per week), with the option of a 30-hour contract spread over five days.
Salary	£30,000 - £33,000 (with a starting salary of up to £31,000)
Location	Hybrid – 2 set days in the office (Tuesdays and Wednesdays) in central London.
Holiday	Bank holidays plus 27 days leave, with an additional five days compulsory leave between Christmas and New Year.

About AMOSSHE

AMOSSHE The Student Services Organisation is a not-for-profit professional membership association for Student Services in higher education. Our members support students in fulfilling their academic potential and making the most of university life. AMOSSHE informs and supports Student Services leaders and professionals by sharing good practice and enhancing professional development.

To learn more about AMOSSHE visit www.amoshe.org.uk and you can also find our inclusion policy here: [EDI policy](#)

Purpose of the role

The Digital Communications Officer will help AMOSSHE communicate clearly, consistently and creatively with its members, partners and sector stakeholders. The role will plan and deliver engaging content across digital channels primarily through the integrated management system (including website/CMS, CRM and event management), our weekly newsletter, email campaigns and social media. The role will support member engagement, events and campaigns, using insight and creativity to grow our audience, support member growth and increase the impact of AMOSSHE's communications.

Key responsibilities

Communications planning and delivery

- Develop, schedule and deliver a variety of digital communications aligned to AMOSSHE priorities.
- Plan communication campaigns around member renewals, member engagement, events, and other strategic activity.
- Coordinate content calendars and ensure communications are timely, correct and accessible.

Content creation and editing

- Write, edit and schedule clear and engaging copy for member newsletters, the website, and member engagement communications.
- Translate complex information into accessible content for members and stakeholders.
- Proofread and edit content for accuracy, tone, consistency and plain English.
- Manage and coordinate the production, design and distribution of AMOSSHE's three times a year digital online magazine, The Pivot.
- Create and deploy communication materials using tools such as Canva.
- Ensure ethical and compliant content practices.

Digital channels and website

- Support the delivery and development of AMOSSHE digital communications activity across member and external channels.
- Build and deploy weekly newsletters and targeted event emails using our integrated marketing communications platform.
- Support the ongoing maintenance of the member portal, CRM and website, keeping resources, policy updates, training event and conference pages accurate, accessible and user friendly.
- Help create and prepare digital collateral and campaign content to support attendance at online events, regional and national networks, and our flagship in-person conferences.
- Support the planning, scheduling and monitoring of content for AMOSSHE's LinkedIn channel and other digital platforms, working to agreed communications plans and priorities.

Insight, evaluation and reporting

- Monitor digital performance metrics to report on member engagement levels.
- Support the production of concise reports and recommendations for AMOSSHE national office and executive committee to inform organisational working and strategy.

Stakeholder and team working

- Work collaboratively with colleagues, volunteers, members, suppliers and partners.
- Support in drafting and delivering communications for AMOSSHE events, sponsorship, partnerships and projects.
- Contribute actively to a small, flexible and supportive staff team.

General responsibilities

- Contribute to an inclusive, collaborative and values-led organisational culture.
- Maintain confidentiality and follow AMOSSHE policies, including information governance and data protection requirements.
- Attend relevant meetings, events and development activities as required, there will be occasional travel and overnight trips to other parts of the UK.
- Undertake other reasonable duties consistent with the role and organisational needs.

Technical competence

- Good working knowledge of Microsoft 365, including Outlook, Teams, Word, Excel and PowerPoint.
- Some working experience of or willingness to learn an all-in-one platform/ a unified membership system/association management software. (We have Ready Membership, the Pixl8/Preside ecosystems, but knowledge of any similar system (e.g. Salesforce/Fonteva, Your Membership) will be of interest to us.)
- Exposure to managing conditional website content and rules engines is highly advantageous.
- Experience of email marketing or newsletter platforms.
- Confident using social media scheduling, monitoring and analytics tools.

- Understanding of design tools such as Canva or Adobe Creative Cloud.
- Willingness to learn image, video or rich-media editing.

Person specification

Knowledge and experience

Area	What to assess	How assessed	Priority
Communications delivery	Demonstrable experience delivering communications activity in a professional, voluntary, charity, education, membership or similar environment.	Application / interview	Essential
Digital channels	Experience and confidence creating and managing content for websites, newsletters, social media or other digital channels.	Application / task	Essential
Audience focus	Ability to adapt content for different audiences and purposes, including member-facing and sector-facing communications.	Application / interview	Essential
Evaluation	Experience using evidence, analytics and/or feedback to review performance and improve activity.	Application / interview	Desirable
Sector awareness	Understanding of higher education, Student Services, professional membership or not-for-profit contexts.	Application / interview	Desirable

Skills and abilities

Area	What to assess	How assessed	Priority
Writing and editing	Excellent copywriting and proofreading skills, with the ability to translate complex information or policy data in accessible member content.	Written task / interview	Essential

Planning and organisation	Ability to prioritise work, manage deadlines and coordinate activity across several channels or projects.	Interview	Essential
Creative judgement	Ability to generate ideas, choose appropriate formats and maintain a consistent tone and brand voice.	Task / interview	Essential
Digital confidence	Confidence using Microsoft 365 and an all-in - one Association Management System or common communications tools such as CMS systems, email marketing, scheduling, design or analytics platforms.	Application / task	Essential
Collaboration	Ability to work positively with colleagues, volunteers, members, suppliers and partners.	Interview	Essential

Behaviours and attributes

Area	What to assess	How assessed	Priority
Proactive	Takes initiative, spots opportunities and follows through on agreed actions.	Interview	Essential
Inclusive	Shows commitment to accessibility, equity, diversity and respectful communication.	Application / interview	Essential
Curious	Learns quickly, asks good questions and is open to feedback.	Interview	Essential
Reliable	Delivers accurate work, keeps others updated and escalates risks appropriately.	Interview	Essential
Adaptable	Comfortable working in a small organisation where priorities may change and support for team members is vital.	Interview	Essential

Employee benefits

Flexible working: We aim to ensure that all staff can maintain a healthy work / life balance through reasonable flexible working adjustments for staff.

Employee Assistance Programme: This programme provides health and advice on finance, health and wellbeing, nutrition and exercise alongside phone support

from qualified mental health professionals and life coaches. You can also get discounts from major retailers as well.

Generous holiday leave and TOIL scheme: Bank holidays plus 27 days leave, with an additional five days compulsory leave between Christmas and New Year. We also have a time off in lieu (TOIL) scheme for employees who may need to work agreed additional hours to be able to claim that time back another day.

Travelcard loan scheme: This is active once you pass your probationary period. You can gain an interest free loan to support your annual travel costs.

How to apply

To apply for this role, please complete all sections of the application form found [here](#) along with your CV, no later than **10:00 (BST) on Monday 21 September 2026**.

Applications received after the deadline will not be considered.

- **First stage online interviews** will take place: Monday 28 September to Wednesday 30 September 2026.
- **Second stage in-person interviews** will take place on Tuesday 6 October 2026.

AI statement

AI is a great tool for editing and research and we encourage smart workflows. As this is a communications role, please ensure your application and writing reflect your own genuine voice and storytelling skills.

Managing applications

Please note that we may close this vacancy early if we receive a high number of suitable applications. If we decide to close the process early, we will contact everyone who has submitted an application.

If you have any general questions or have accessibility needs, please email us at info@amossheshe.org.uk

Right to work

AMOSSHE has a legal responsibility to ensure that prospective employees have the right to work in the UK before they commence employment. You can find more information at: <https://www.gov.uk/browse/visas-immigration/work-visas>.

For European Economic Area (EEA) and Swiss nationals who want to work in the UK, you can find further information here: <https://www.gov.uk/browse/visas-immigration/eu-eea-swiss>.