

Digital and Communications Officer

Job pack

Thanks for your interest in working at North Yorkshire Citizens Advice & Law Centre. This job pack should give you everything you need to know to apply for this role and what it means to work for us.

In this pack you'll find:

- An overview of North Yorkshire Citizens Advice & Law Centre
- An overview of the role
- The job description
- The person specification
- What we give our staff

Want to chat about this role?

If you want to chat about the role further, you can contact Charlotte Wild by emailing charlotte@northyorksca.org.uk or calling 01757 701320 ext. 1030



Overview of North Yorkshire Citizens Advice & Law Centre

We provide free, confidential and impartial information and advice on a range of issues including money, benefits, housing and employment, and campaign on big issues affecting people's lives. Our goal is to help everyone find a way forward, whatever problem they face.

We're an independent charity and part of the Citizens Advice and Law Centre networks across England and Wales. Our main offices are located in the heart of our communities in Harrogate, Malton, Northallerton, Richmond, Scarborough, Selby, Skipton and Whitby. We also have a number of outreach locations that we deliver advice from across North Yorkshire and #WeComeToYou in our Advice Bus and Advice Van.

Often, people are in crisis by the time they reach out to us, unable to see a way out of the situation they find themselves in. Our experienced advisers and highly skilled volunteers provide personalised advice to tackle their immediate problem while also addressing any underlying and overlapping issues.

We give advice face to face, over the phone, and via web chat and email. We help around 25,000 people a year on all types of issues. Our Law Centre provides specialist legal advice on housing, immigration, employment and family matters.

As an independent charity, we raise all our own money, and each of our offices has its own identity within the local community.



The role

The Digital and Communications Officer is a key member of the back-office team, responsible for supporting the organisation's use of IT software and data systems. The role includes maintaining and developing websites and Google Workspace, producing internal and external communications such as newsletters, managing and analysing data for reporting purposes, and supporting organisational administration. The post holder will also contribute to continuous improvement in communication practices and digital operations across the organisation.



Job description

IT and digital systems support

- Provide support and development for key software platforms including Google Workspace
- Undertake training and develop a working knowledge of the case management and data reporting systems used by the organisation
- Troubleshoot and support colleagues in the use of digital systems where appropriate
- Demonstrate a willingness to explore and support the adoption of new digital tools, including emerging technologies such as AI, where these may benefit the organisation's operations and communication
- Assist in identifying opportunities for improving IT-related processes and practices.

Website and communications

- Manage, update, and develop the organisation's website, ensuring content is current, accurate and accessible

- Produce, format and distribute internal and external newsletters, adapting content to suit different audiences and platforms
- Use various software packages to design and share communications in a clear and engaging format
- Ensure all communications are in line with organisational branding and tone
- Liaise with colleagues to gather content and maintain a regular communication schedule.

Data management and reporting

- Collate, analyse and interpret data from different sources
- Use spreadsheet software (e.g. Google Sheets, Excel) confidently to collate, analyse and present data
- Produce clear and high-quality reports and presentations for stakeholders including funders and government departments
- Support the development of data literacy and usage across the organisation
- Ensure data handling is compliant with relevant data protection standards.

Administrative and team support

- Work collaboratively with other back-office staff, providing cover where needed
- Maintain team rotas, shared inboxes, and diaries as required
- Attend and contribute to regular team meetings and any other meetings relevant to the role
- Promote consistent working practices, good communication, and effective teamwork across the team.

Organisational responsibilities

- Demonstrate a positive attitude to learning, development and change
- Work in accordance with the organisation's policies and commitment to equality, diversity, and inclusion.



Person specification

1. Experience of, or a recognised qualification in, software systems (e.g. Google Suite, CMS platforms)
2. Ability to update and develop websites and use digital tools to produce and distribute newsletters
3. Experience handling and analysing data, and producing clear, accurate reports
4. Confident using spreadsheets, including formulas, filtering and presentation of data in tables and charts
5. Strong written and verbal communication skills
6. Ability to manage time effectively, prioritise tasks, and meet deadlines in a busy environment
7. Willingness to undertake training and use internal case management and reporting systems
8. Willingness to attend training, adopt new systems (including AI or other emerging technologies), and engage with change positively
9. Curiosity and initiative in identifying ways that technology can improve efficiency, communication or impact
10. Commitment to the aims and policies of Citizens Advice and the Law Centres network, including equality and diversity.



What we give our staff

- Workplace pension scheme
- Healthy work/life balance with a 37 hour working week and flexible approach to working arrangements
- Generous annual leave of 5.6 weeks holiday and an additional 4 days at Christmas plus all public bank holidays
- Commitment to health and wellbeing – access to employee assistance programme, discounts on shopping and dining, lifestyle and entertainment
- Work related travel above mileage to designated office paid at 45p per mile
- Commitment to ongoing development – regular training workshops and personal development opportunities

In accordance with Citizens Advice national policy we may need the successful candidate to be screened by the DBS. However, a criminal record will not necessarily exclude you from being able to take up the job.

We are a disability confident employer and welcome candidates who will be using access to work.