



Projects and Communications Assistant

Job Description

About Emergency Nutrition Network (ENN)

Emergency Nutrition Network (ENN) works to reduce undernutrition globally. We enhance the effectiveness of nutrition policy and programming by improving knowledge, stimulating learning and building evidence. We are passionate about being network-driven, independent and evidence-based.

Our vision is that every individual caught up in a nutritional emergency, or suffering from malnutrition anywhere in the world, gets the most effective help possible.

We undertake knowledge management, research, and advocacy to support national governments, civil society, UN agencies, donors and academic organisations, and communities of practitioners. Through our work and collaborations, we support agencies and individuals to implement evidence-based nutrition programming, predominantly in low- and middle-income countries and in fragile and conflict-affected states.

ENN is governed by a Board of Trustees and has its head office in Oxfordshire, UK. ENN is financially supported by foundations and trusts, bilateral donors, international non-governmental organisations, and United Nations agencies. For more information about ENN see our website: www.ennonline.net

What we do

Our Strategy aims to enhance the effectiveness of nutrition policy and programming by improving knowledge, stimulating learning, building evidence, and providing support and encouragement to practitioners and decision-makers involved in nutrition and related interventions.

Our People

ENN's team is made up of a range of technical experts in nutrition, with decades of collective experience, and a small, experienced operational team. ENN is highly committed to diversity and inclusion, to enabling and promoting flexible working for our staff, and to supporting continued professional development.

Why work for ENN?

This is an exciting opportunity to join an international development charity and work in a diverse role where you will be supported to learn new skills. You might have experience working in the non-profit sector already, or you are passionate to take your first steps in this area and grow your knowledge of the international development sector. Whether you know about ENN and Global Nutrition or not, you will have a keen interest in what we do and be ready to contribute to making a positive change. We're looking for an ambitious team player with previous experience in a project, administration and / or communications support role who has great attention to detail and can successfully deliver in a busy and demanding role.

We are proud that in our 2022 Employee Engagement Survey over 95 percent of our staff said they enjoy their work, and that ENN is a flexible employer.

Terms and Conditions

- **Hours of work:** Full time (37.5 hours per week)
- **Type of contract:** One-year fixed term contract with potential to be made permanent.
- **Location:** Office based in Kidlington, Oxfordshire, OX5. There is currently the option to work from home up to two days per week (likely to be Monday and Friday).
- **Holidays:** 25 days plus UK bank holidays (or equivalent), increasing by one day per annum after two complete years of service to a maximum of 27 days per annum (pro rata). Additional paid office closure days between Christmas and New Year.
- **Pension:** Auto-Enrolment to ENN scheme with a generous Employer contribution of 5%.
- **Additional Benefits include** Dental cover, Life cover and Well-being contribution.
- **Salary:** Circa £25,000 per annum (FTE) dependent on experience and suitability for the role.

Purpose of the role and Reporting Lines

The Project and Communications Assistant will report to the Projects Coordinator Lead. This role will be a member of ENN's Operations Team, working closely with our Project Manager and Project Officer, Communications and Digital Manager and Office Manager. The Project and Communications Assistant will provide support across the organisation and our project portfolio on a broad range of tasks, enabling effective project delivery and enhancing the dissemination of our work to a wide audience, leading to better outcomes for those most at risk of malnutrition globally.

Key Responsibilities:

Project Responsibilities

- Administration for internal and external meetings and high-level events e.g., roundtables/webinars/conferences (in-person and online), including meeting scheduling, booking venues, caterers, interpreters, facilitators etc; compiling meeting packs/papers, sharing slides, facilitating online break out rooms during the event, and note taking/minuting as needed.
- Coordinate and book travel for staff and consultants, within UK and internationally
- Assist with the production and dissemination of ENN's publications (such as our flagship publication Field Exchange) and donor reporting as required, including coordinating with designers, translators, arranging for printing and distribution.
- Support with formatting Journal papers and other technical documents, and presentation material.
- Support with the compilation and distribution of ENN's various network newsletters.
- Administer and maintain ENN's database(s) of contacts, supporters, subscribers, and network membership lists, including supporting development and migration of information into a new CRM platform (under development).
- Collect monitoring data from various sources including Google Analytics and ENN's website and record it in ENN's M&E framework, under the support and direction of the Project Manager/M&E Lead.
- Ensure that the monitoring pages of ENN's website are up to date and work with relevant staff and suppliers to ensure that collection of website monitoring data is functioning properly.
- Create and administer ENN end user surveys and internal organisation surveys (e.g., annual employee engagement survey), including collation and formatting of results.
- Collate information about upcoming events e.g., conferences/network meetings relevant to ENN's work.
- Undertake research on potential funding opportunities/sources.
- Provide procurement support as required: research suppliers, update service consultant tracker, seek quotes, support procurement processes, and carry out due diligence in line with ENN's Procurement Policies.
- Assist the CEO with defined administrative responsibilities such as the ENN Strategy development process and external evaluations.

Communications, website, and social media

- Support online content production and day-to-day updating and uploading of content on ENN's website, YouTube channel and newsletters.
- Draft, schedule, post and monitor content on ENN's social media channels.
- Create/produce engaging visual multimedia content for use on ENN websites, social media channels and events, under the support and direction of the Communications and Digital Manager.
- Monitor, analyse and report on key performance metrics for the ENN website and social media channels.
- Maintain and update ENN's image bank.

Office /IT Administration

- Administration of 365 accounts and SharePoint.
- Support the transition to new IT systems, as required, including training staff.
- Lead inductions for new staff on ENN IT administration procedures.
- Manage general enquiries to ENN by phone and email, refer to the correct ENN staff member and/or respond appropriately.
- Research and order office supplies, IT equipment, and software and arrange for set up and maintenance as required (both office and home-based staff).
- Keep accurate records of office purchases, maintain ENN's asset register and assist with accounting procedures.

The above reflects the majority of responsibilities, but other reasonable tasks may be carried out by the post-holder which are appropriate for the role.

Person Specification

Essential

- Excellent spoken/written English and ability to communicate effectively with a wide range of colleagues in person and remotely.
- Excellent organisational skills, and ability to effectively prioritise a busy workload.
- Excellent attention to detail and ability to consolidate data and information with a high degree of accuracy.
- Able to problem-solve, take initiative, innovate and is self-motivated to see work through to a successful outcome and deliver to deadlines.
- Strong interpersonal skills, able to work with a wide range and varying levels of stakeholders.
- Able to work both autonomously and as a member of a dispersed and diverse team.
- Experience providing high quality support to both office and remotely based colleagues and able to anticipate their requirements.
- Good cross-cultural awareness and able to demonstrate discretion, diplomacy, and patience.
- Proficient IT skills - word processing (MS Word), PowerPoint and spreadsheets (Excel) and email (e.g., Outlook), database.
- Experience in creating uploading website content and working with online content management systems.
- Experience using social media effectively for business purposes.
- Flexibility and willingness to learn and develop new skills.

Desirable

- Knowledge or strong interest in nutrition, global health, and / or the humanitarian/development sector.
- Experience in organising high level events / large meetings and arranging international travel.
- Experience working with web and email management platforms e.g., Drupal and MailChimp
- Experience in working with CRMs e.g., Salesforce or Hubspot
- Experience and interest in data collection and monitoring and evaluation. Familiarity with website analytics tools such as Google Analytics is an asset.
- Experience of supporting procurement activities, including obtaining quotations, due diligence, supporting tenders
- IT Experience; setting up laptops, office 365 administration and SharePoint.
- Ability to use Canva and video editing software.
- French Language skills are not essential but will be a plus as we produce and disseminate content in both French and English.

Eligibility to work:

The successful applicant will be required to demonstrate they have the Right to Work in the UK before being able to accept the appointment. A Certificate of Sponsorship is **not** available for this position. No relocation package is offered for this role.

ENN is committed to diversity and inclusion, and to building a culture where every staff member and volunteer is recognised and valued as an individual. We actively encourage applications from a broad range of experiences and backgrounds.

Application Process

Please submit a Cover Letter (no more than 1 page) and CV to recruitment@enonline.net **no later than Sunday 25th June 2023**. Early applications are advised as we will conduct rolling interview and reserve the right to conclude the process before the closing date if a suitable candidate is identified. **No agencies please.**