



Communications and Support Assistant



Communications and Support Assistant Recruitment Pack

Job title	Communications and Support Assistant
Location	We offer a hybrid model of working. Our office is near London Bridge, which will be your location and contract base. You are expected to work two days per week in our London office
Salary	£25,000 per annum
Hours	Full time, 35 hours per week
Travel expenses	Staff are expected to pay travel costs to and from their home to the London office. Regardless of where they live. Staff are able to claim travel expenses for journeys to places other than the London office, for work purposes
Contract	Permanent
Annual leave	28 days per annum, including three mandatory days over the Christmas and New Year period, plus bank holidays
Reports to	Health Content Lead

About us

National Eczema Society is the UK charity dedicated to making life better for people with eczema and their families. As a small and agile organisation, we punch above our weight and have big ambitions.

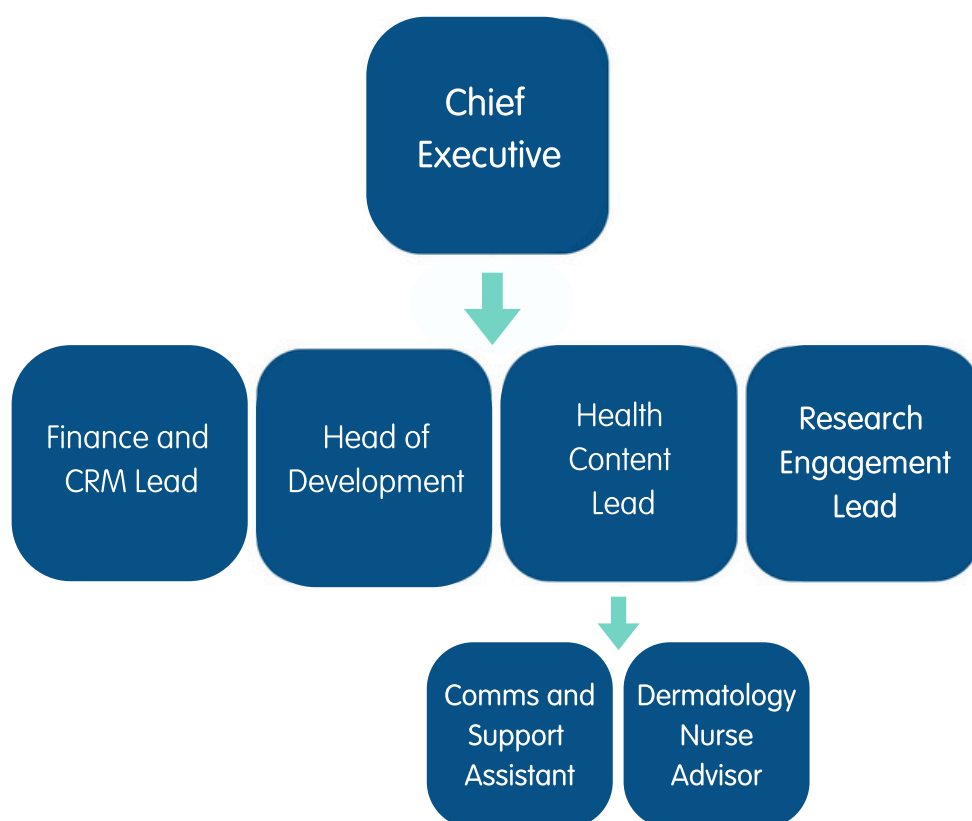
In the UK, around 1 in 5 children and 1 in 10 adults live with eczema, so lots of people are looking to our charity for support and hope. Our mission is to empower people to live well with eczema, to become 'expert patients' supported by a charity that puts their needs first.

We rely on voluntary donations to fund our work, providing information and advice about eczema through our website, publications, communications, webinars and awareness campaigns. We also support eczema research and campaign to improve eczema care.

We want to grow our communications work to reach more people in our large eczema community, and raise public awareness and understanding of the many challenges of living with eczema. This includes building on successful initiatives like National Eczema Week, held every September, and our recent campaign to introduce clear strength labelling of steroid creams and ointments.

We are passionate about improving the quality of life for the UK eczema community. You would join our small team based at the charity's offices near London Bridge. There is flexibility for some home-based working and you are expected to work in the office at least two days a week for effective team-working.

Our structure



Job description

We're pleased to be recruiting a Communications and Support Assistant to help strengthen and expand the reach of National Eczema Society's work. This new role is designed to support the delivery of our communications, digital content and supporter services, as the charity grows and takes on more proactive campaigns and engagement. You'll contribute to creating and scheduling content across our social media channels and website, support the production of our e-newsletter, and play a key role in monitoring community engagement online.

Alongside digital communications, you'll provide vital administrative support across our wider operations including health information, research and policy. From helping coordinate webinars and podcasts to assisting with day-to-day operations, this is a varied and rewarding role at the heart of a small, friendly and ambitious team working to improve the lives of people with eczema.

Job purpose

To support the day-to-day delivery of National Eczema Society's communications, digital content and organisational operations. This role plays a key part in helping the wider team function effectively, providing both communications and administrative support.

Key responsibilities

- Support digital content delivery
- Support team operations
- Contribute to organisational activities
- Maintain and update digital platforms
- Coordinate community engagement

Job description

Digital Communications and Content Support

- Support the planning, creation and scheduling of social media content across platforms (Instagram, Facebook, LinkedIn, TikTok, X and YouTube), in line with organisational messaging, brand tone of voice and calendar.

- Coordinate and support our eczema community champions.
- Assist with the planning, drafting and formatting of our monthly supporter e-newsletter using Mailchimp.
- Monitor e-newsletter mailing lists and support with performance tracking.
- Monitor media coverage of eczema-related topics and maintain records of press coverage.
- Be a first point of contact for media enquiries and support media engagement by coordinating responses and media briefing documents using pre-approved sources.
- Monitor and respond to community engagement on social media in line with National Eczema Society's community engagement guidelines, escalating comments or queries when needed.

Health Information, Campaign and Research Support

- Assist with uploading and updating content on the website, including information resources and event content.
- Support logistics for webinars, podcasts and online talks, including scheduling, tech set-up and note-taking.
- Provide admin and comms support for charity campaigns, including planning and delivery.
- Support and occasionally attend events to promote National Eczema Society, such the British Association of Dermatologists Annual Meeting.
- Provide admin support for the Experts by Experience patient panel and research grant administration.

Team and Office Support

- Support the Health Content Lead and wider team with meeting organisation, minute taking and note circulation.
- Help track performance data and KPIs across comms, research and fundraising activities.
- Provide occasional help booking travel, processing post, ordering office supplies and coordinating logistics for team activities.

- Manage the main email inbox and coordinate responses or referrals internally.
- Be a point of contact for general office queries.

Additional responsibilities for all National Eczema Society staff

- Adhere to Society policies and procedures.
- Comply with data protection regulations ensuring that personal information remains confidential.
- With your manager's support, be responsible for own personal learning and development and to support the learning and development of others and the whole organisation.
- Organise your work to ensure that it is accurate and meets quality targets and reasonable deadlines.
- Undertake any other tasks, duties or projects that may arise from time to time.
- This job description is not exhaustive and serves only to highlight the main requirements of the post holder. The Chief Executive may stipulate other reasonable requirements.

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Person specification

All of the following are required unless marked as desirable. Requirements are assessed using information provided on the application form, and from interviews, skills assignments and references.

Qualification and knowledge	Application	Interview
Graduate or equivalent level of education or training	X	
Excellent knowledge of English grammar and usage	X	X
Good general communication knowledge, especially digital communications	X	
Knowledge and/or professional qualifications in public relations, public affairs or marketing an advantage	X	

Experience	Application	Interview
Experience of working in communications for an organisation, and especially with social media, websites and email newsletters	X	X
Experience of media work an advantage	X	
Experience of creating social media content (Instagram, Facebook, X, LinkedIn, TikTok and YouTube). Experience using social media management platforms (e.g. Sprout Social) an advantage	X	X
Experience of Microsoft Office applications, email clients (e.g. Mailchimp), and CRM systems (e.g. ThankQ) an advantage		X

Skills and abilities	Application	Interview
Excellent verbal and written English language skills, and ability to adapt your communications style for different audiences and channels	X	X
Strong communications skills, including social media content creation and video development	X	X
Excellent time management skills, confident delivering to deadlines		X
Strong organisational skills and attention to detail, able to plan and manage multiple projects with measurable outcomes	X	X
Excellent interpersonal skills, able to influence and build relationships at all levels with National Eczema Society supporters, staff and external stakeholders		X

Values, attitudes and behaviours	Application	Interview
Able to show empathy and to understand the challenges faced by people affected by eczema	X	X
Passionate about developing and delivering effective and inspiring supporter-focused communications	X	X
Well-organised completer-finisher, who naturally strives to exceed targets	X	X
Able to manage and prioritise own workload, and to work effectively with minimal supervision	X	X

Highly self-motivated, proactive and resourceful, able to work effectively in a home setting as well as an office	X	X
Exceptional ability to work collaboratively with others and in a small team	X	X
Confident using appropriate initiative and judgement, and taking decisions independently within remit		X
Willingness and ability to learn and adapt quickly to changing situations and evolving workload		X
Commitment to the vision and aims of the Society, including commitment to equality and diversity	X	X
Able and happy to travel independently and to work occasional evenings and weekends, as well as occasional overnight stays away from home		X

National Eczema Society is committed to achieving greater equality, diversity and inclusion, to better reflect the diverse communities we serve who are affected by eczema.

Through our policies and actions, National Eczema Society is focused on being an inclusive and diverse organisation. Our objective is to integrate the principles of equality and diversity into all aspects of the charity's day-to-day work and strategic planning.

How to apply

If this role sounds like it's right for you and you'd like to apply, please send us:

- A CV outlining your employment history, academic and professional qualifications.
- A supporting statement (no more than two A4 pages please), explaining how you meet the requirements described in the job description and why you're interested in the role at National Eczema Society.

Please email your CV and supporting statement to emartin@eczema.org, by 9am, Monday 18 August 2025.

Please reach out to Eleanor Martin, Health Content Lead, if you'd like an informal and confidential conversation about this position, via the above email address.

Next steps

Please let us know if you require any special provision if you're called for interview, or if you have any anticipated difficulties with the dates.

Closing date: Monday 18 August 2025

In-person interviews in London: W/C 25 August 2025

National Eczema Society

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Email: info@eczema.org

eczema.org

National Eczema Society is a registered charity in England and Wales (Charity Commission no. 1009671), and a company limited by guarantee (no. 2685083).