Digital Communications Officer

Welcome! Thank you for your interest in Surviving Economic Abuse. We are delighted to hear from you.

Surviving Economic Abuse is the only UK charity dedicated to raising awareness of economic abuse and transforming responses to it. Since we were founded in 2017, we have successfully campaigned to outlaw economic abuse as a form of coercive control, raised awareness and driven lasting systemic change for victim-survivors. But there is still so much more to do. Our exciting three-year strategy sets out our ambitious goals to drive impact at scale for victim-survivors.

You will run our Survivors' Forum, helping to create a safe and supportive online community where victim-survivors can connect, share experiences and shape our work. You will also work closely with colleagues and external partners to identify and capture learning and good practice, developing resources, tools and communications that support professionals responding to economic abuse.

We are looking for an exceptional candidate to play a key role in ensuring victim-survivors and professionals can access high-quality information, resources and learning about economic abuse. Working across survivor engagement, resource development and frontline practice communications, you will help translate lived experience, evidence and emerging practice into accessible, engaging and impactful content.

If you are excited by the opportunity to work alongside victim-survivors, transform learning into meaningful resources, and help drive lasting change for those impacted by economic abuse, we would love to hear from you.

We very much look forward to receiving your application.



Sam Smethers, Chief Executive

Digital Communications Officer

Reporting to: Communications Manager

Location: Home-based with occasional UK travel

Salary: £35,000 per annum

Contract: Full-time, permanent (35 hrs per week)

This post is only open to women applicants, as being a woman is considered a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010.

What we offer

- 25 days annual leave, and Statutory Bank Holidays
- 5 Wellbeing days (discretionary, non-contractual)
- Working from home
- Flexible working and TOIL
- 5% Employer Pension Contribution
- Reflective practice
- Employee Assistance Programme and Health Cash Plan
- Enhanced sick pay, family leave (including 13 weeks full and 13 weeks half maternity, adoption, or kinship care pay, and 6 weeks paid paternity leave), and 5 days paid carers leave.
- The chance to be part of our highly professional, supportive team

About the role

Main Responsibilities

Survivors' Forum

- Work with the Communications Manager, under the strategic direction of the Head of External Affairs and Head of Impact, Research and Frontline Practice, to develop SEA's Survivors' Forum strategy, ensuring it supports meaningful, inclusive and safe engagement for victim-survivors.
- Deliver the Survivors' Forum strategy and day-to-day management of the Survivors' Forum, working closely with the Survivor Engagement Specialist to facilitate discussions, moderate content and foster an engaging and supportive online community.
- Support the development and delivery of survivor newsletters, working with the Survivor Engagement Specialist to create engaging content informed by survivor feedback and audience insight, and helping connect survivors with SEA's information, resources, Survivors' Forum, campaigns and wider activities.

Frontline practice learning and communications

- Work closely with SEA's frontline practice team and external partners to identify emerging issues, learning and good practice from local responses to economic abuse.
- Develop accessible, practical resources for frontline practitioners, service managers, commissioners and strategic leaders, including guidance, tools and case studies that support improvements in practice.
- Develop engaging content and resources for the LEAA learning hub, including guides, toolkits, briefings, case studies, videos and other digital content, to support frontline professionals to recognise and respond to economic abuse.
- Work with the Economic Abuse Specialist and Digital Campaigns and Engagement Officer to promote SEA's resources, training and practitioner network, including through regular practitioner newsletters.

Information and resources for victim-survivors

- Working with the Communications Manager to co-create information and resources with victim-survivors, ensuring they reflect lived experiences of economic abuse and meet the needs of diverse audiences.

- Develop, review and maintain information and resources for victim-survivors, ensuring they are accurate, trauma-informed, accessible and responsive to the experiences of diverse communities.
- Create information and resources in a range of formats (e.g., videos, webpages, blogs, toolkits), using audience insight, user feedback and accessibility best practice to meet different needs, preferences and communication channels.
- Work closely with the Digital Campaigns and Engagement Officer to optimise how information and resources are presented, promoted and accessed across our social media channels, ensuring victim-survivors can easily find and engage with information.

General duties

- Work collaboratively with the Experts by Experience Group, Survivors' Forum members and other survivor groups to co-produce survivor-centred communications.
- Create, update and maintain website content, ensuring information is accurate, accessible and up to date.
- Use data, analytics and audience feedback to optimise digital content, communications and user experience.
- Act as a guardian of SEA's brand and reputation, ensuring all communications and outputs are consistent with brand guidelines
- Promote the charity's communications work internally and support team members to promote the charity's work to their stakeholders.
- Support the press office function on an ad-hoc basis, for example, by answering the press phone or monitoring and responding to media enquiries as needed.
- Support the charity's communications more widely as needed, including taking on additional tasks from the Communications Manager as required.
- To participate and contribute to team meetings and organisational development.
- To engage in learning and take responsibility for your own personal development
- Comply with SEAs policies and procedures and legal requirements, such as provisions set out in the GDPR, Health and Safety at Work Act 1974 and Equality Act 2010.

This role description is not exhaustive. The postholder may be required to take on additional duties which are not specified here but which are in scope of the role.

Person specification

Essential knowledge, skills and experience

- Excellent writing and editorial skills, with experience producing, editing and proofreading high-quality content, and the ability to translate complex information, evidence and learning into clear, accurate and engaging materials for different audiences.
- Experience developing information, guidance or resources using user-centred and inclusive approaches, drawing on audience insight, feedback and lived experience.
- Experience facilitating, moderating or supporting online communities, forums or engagement activities, with an understanding of how to create safe, inclusive and meaningful participation opportunities.
- Strong digital skills with experience using content management systems (e.g. WordPress, Discord), email marketing platforms (e.g. Mailchimp) and digital publishing tools to create, maintain and improve digital content.
- Strong multimedia content creation skills, with experience using design and video editing tools (e.g. Canva, CapCut) to produce engaging, accessible and professional digital resources.
- Experience identifying and sharing evidence, learning and good practice, and translating these into practical resources, tools, case studies or learning materials for professional audiences.
- Knowledge of, and commitment to, survivor-centred and trauma-informed approaches, with an understanding of the importance of lived experience in shaping communications, engagement and resources.

Desirable knowledge, skills and experience

- Experience working in the charity sector and/or on issues relating to domestic abuse, violence against women and girls, or gender equality.
- Experience involving people with lived experience in the development of communications, information, resources or projects through co-production or other participatory approaches.
- Strong stakeholder engagement and relationship-building skills, with experience working collaboratively with colleagues, lived experience groups, practitioners, external partners or networks.
- Experience using data, analytics and audience insight to evaluate performance, optimise content and improve engagement.

Personal qualities and abilities

- Ability to manage a varied workload, prioritise effectively and deliver high-quality work accurately and to deadlines, including when working under pressure.
- Excellent interpersonal and communication skills, with the ability to build positive relationships and engage sensitively and professionally with survivors, colleagues and external stakeholders.
- Collaborative and supportive team player, able to work effectively across teams and contribute positively in a small charity environment.
- Strong judgement and professionalism, with the ability to handle sensitive information appropriately and maintain confidentiality.
- Commitment to equity, diversity and inclusion, and the ability to help create safe, accessible and inclusive opportunities for survivor participation and engagement.
- Demonstrable commitment to our mission, values and feminist ethos, with an understanding of survivor-centred and trauma-informed practice.

Working arrangements

- Candidates must have the right to live and work in the UK. All posts, including remote posts, are based in the UK.
- This is a remote role but may require some travel across the UK and to London as well as occasionally working outside of agreed hours, including at weekends, which is taken back as time in lieu.
- Equipment will be provided and authorised work-related travel expenses covered in accordance with SEA's policies.
- The whole SEA team meets virtually on a weekly and monthly basis, with in-person meetings 3-4 times per year.
- Due to the nature of our work and this role, appointment will be subject to satisfactory Disclosure and Barring Service (DBS) check and references.

About SEA

We are the only UK charity dedicated to raising awareness of economic abuse and transforming responses to it. **We work to save lives and stop economic abuse forever.**

Our vision is a world in which all women and girls achieve economic equality and can live their lives free of abuse and exploitation. Not only surviving but thriving.

Our mission is to raise awareness of economic abuse and transform responses to it.

To achieve this, we must ensure that the policies and practices of financial services firms, domestic abuse support services, public services and government reflect the needs of all victim-survivors of economic abuse.

We are committed to centring victim-survivors in all that we do and broadening our understanding of the needs of survivors, particularly those who are marginalised within society. We work alongside the Experts by Experience Group - a group of victim-survivors whose voices and experiences shape our work.

Our primary focus is on influencing the women's, public and financial services sectors, to create a model for improved support for victim-survivors of economic abuse, calling on government to facilitate these changes and work with them to improve their systems and practice. To find out more about our story and journey since we were founded in 2017, please visit https://survivingeconomicabuse.org/about-us/our-story/

Our values

- **We are purposeful** - everything we do is driven by our passion to make the world a safe and equal place for women.
- **We learn and share** - our team is curious, reflective, always learning and eager to share its expertise.
- **We work in partnership** - We know that we can only achieve our goals if we work alongside others – our colleagues, the women who inspire our work and our partners.
- **We are agile** - We are creative in meeting the challenges that must be overcome to create change.
- **We believe** - Our work is centred on survivors of economic abuse: their experiences and knowledge shape how we respond.
- **We value equity** - We believe in fairness and justice and we focus on removing barriers caused by systemic inequalities.

Our approach to equity, diversity and inclusion

Economic abuse can happen to anyone, but the risk is not evenly distributed. SEA's data shows that Black and minoritised women, disabled women, young women and mothers are disproportionately affected. Many survivors also navigate compounded barriers, including institutional racism, digital exclusion, insecure immigration status, that shape both their experience of abuse and their route to support.

We take a feminist approach because women and girls are disproportionately at risk of domestic abuse, including economic abuse. We also recognise that economic abuse occurs in same-sex relationships and that men and trans people can be victim-survivors. The voices of survivors sit at the centre of how we work. The Experts by Experience group shapes our decisions, our priorities and our practice. Equity, diversity and inclusion are the lenses through which we make our decisions.

To apply

Please apply on-line at: https://survivingeconomicabuse.org/jobs-at-sea/.

To request an offline application form, or for an informal discussion about the role, please contact recruitment@survivingeconomicabuse.org

- **Applications close at 11.59pm on 10 December 2026.**
- **Interviews** are scheduled to take place virtually, week beginning 11 January 2027. We may ask you to **complete a task** at an agreed time, prior to your interview.
- **Second stage interviews** will take place virtually, week beginning 18 January.

As a Disability Confident Committed employer, we offer an interview to disabled applicants who meet the essential criteria for the role. Where we receive an exceptionally high number of applications, we may need to limit the number of interviews offered and shortlist those who best meet the essential criteria.

SEA is committed to protecting your **personal data** in accordance with GDPR. By applying for this role, you consent to the processing of your personal data for recruitment purposes. For more information on how we handle your data and your rights, please read SEA's Candidate Privacy Notice.

Surviving Economic Abuse (SEA) is committed to developing an inclusive team which reflects the diversity of the communities we support. Our culture celebrates diverse voices, and we particularly encourage applications from Black and minoritised applicants and disabled applicants who are under-represented at SEA.