

Communications Co-ordinator

Job Description

Hours:	Part time at 21 hours per week (which is 0.6 FTE, full time is 35 hpw)
Salary:	£23,620 for 0.6 FTE (full time / 35 hpw salary would be £39,367pa). Plus £4,000 pro rata London Weighting if applicable.
Leave:	25 days pro rata plus bank holidays (Eng and Wales) plus additional concessionary days off between Christmas and New Year
Pension:	NACCOM will contribute 6% of your gross salary
Additional benefits:	Flexible working hours, wellbeing time, wellbeing practice
Contract:	Fixed term initially of 12 months. Continuing depending on funding
Location:	Home-based plus occasional travel in the UK. Opportunity to work part-time in a members' office or a co-working space.
Responsible to:	External Affairs Lead

About NACCOM:

NACCOM (No Accommodation Network) is a registered charity, and we provide a service to our (135) members who are frontline organisations based across the UK working together to end destitution amongst people seeking asylum, refugees and migrants with No Recourse to Public Funds (NRPF).

The NACCOM membership network is made up of 'full' members who provide accommodation to people seeking asylum who have been refused and 'associate' members who are organisations that are in support of the aims of NACCOM.

NACCOM brings members together to network, collaborate and share good practice, and also provides resources, support and training to enable members to increase their capacity and empower as many people as possible out of destitution. NACCOM also

campaigns for a fair, just and humane asylum and immigration system that doesn't leave people destitute.

Read more about NACCOM including our [vision, mission, values and current strategy](#). You can also view our [current campaigning priorities](#).

About the role:

Join our charity at a pivotal moment. We are looking for a talented communications professional who can work with our small team to keep migrant homelessness and destitution high on the public agenda and tell powerful, compelling stories of the work of our members and the experiences of the people in the asylum and immigration system.

You will lead our comms work, managing our digital presence, driving engagement through our social media channels, being the first point of contact for journalists and, alongside the External Affairs Lead, developing and driving our organisational communications strategy. You will have plenty of creative ideas of how to get our campaigns noticed and ensure NACCOM's voice is heard in the public debate.

You will understand how to work with people in vulnerable or precarious situations, empowering them to tell their own stories and giving them a voice.

A strong knowledge of the media landscape and using social media to achieve change is essential. Experience of managing websites and an understanding of brand is also key.

This role is for a creative, collaborative individual who is passionate about ending migrant and refugee homelessness and destitution and who knows the power of a good story. If this sounds like you, we'd love to welcome you to NACCOM.

Job purpose:

The Communications Co-ordinator will be responsible for the delivery of NACCOM's communications strategy. The postholder will co-ordinate all media relations, both proactive and reactive, maintaining excellent relationships with journalists and ensuring high level visibility of key projects and the issue of migrant homelessness and destitution more broadly. This post leads and manages NACCOM's social media presence, ensuring strong engagement and building NACCOM visibility across its social media platforms, and will play a pivotal role in the development and delivery of a new website. Empowering people with lived experience of the asylum system and destitution to be able to tell their stories in a variety of contexts is integral to the role, as well as a good understanding of delivering a communications function for a network organisation.

Duties and Responsibilities:

- Work with the External Affairs Lead to develop and implement a communications strategy.
- Manage NACCOM's digital presence including the delivery of a new website.
- Ensure the delivery of a monthly email newsletter to supporters.
- Manage the design and publication process for NACCOM reports including our annual impact report, working with a freelance designer.
- Develop a social media strategy that drives engagement with NACCOM's work with our key audiences and ensure regular, compelling social media posts and updates.
- Work with the Community Research Co-ordinator to build the capacity of our Community Researchers and Community Ambassadors to engage with communications projects and act as spokespeople in the media.
- Manage NACCOM's media relations, providing a press office function and leading media strategy for discrete projects.
- Ensure brand and tone of voice consistency across all NACCOM communications outputs.
- Provide comms support with NACCOM events to the wider team.

Personal Specification/Key Competencies:

Essential skills:

- A commitment to and understanding of NACCOM's beneficiaries and mission.
- Experience of developing and implementing communications strategy across multiple platforms.
- Good knowledge of the media landscape and experience of working with journalists.
- Good knowledge of social media platforms and the latest digital trends.
- Experience of managing websites and using content management systems.
- Creative and enthusiastic with excellent storytelling skills.
- Excellent interpersonal and presentation (oral and written) skills
- Self-motivated and able to work alone using own initiative.
- Ability to work with marginalised groups and an understanding of the sensitivities involved.
- Proven ability to be flexible and meet tight deadlines.
- Confident using Microsoft Office and a range of online platforms.
- Willingness and capacity to travel within the UK.

Additional notes:

- This job description is not intended to be an exhaustive list, and it is expected that you will be flexible and willing to participate in duties which are broadly in line with the above responsibilities.
- This job description does not form part of the employment contract and we reserve the right to review it with the post-holder as necessary.
- We encourage people with lived experience of immigration control and destitution to apply if they have the right to work and meet the person specification. Should they meet the person specification criteria, they will be prioritised for interview.
- We are part of the Experts by Experience Employment Initiative (www.ebeemployment.org.uk). The network supports inclusive recruitment of people with lived experience of the UK asylum or immigration system. If this is your experience, you can find useful resources [here](#).
- NACCOM will recognise volunteering experience in the shortlisting process.
- We value authentic applications that demonstrate your own voice, experience and motivation. While AI tools can be helpful for proofreading or refining your writing, please ensure your application is genuinely your own.

How to apply

- Please read the job description carefully
- To apply please complete **NACCOM's Job Application Form** and **Equality and Diversity Form**
- Send both forms to recruitment@naccom.org.uk before the specified closing date of **Tues 1 Sept 2026, 9am**
- Please note we do not ask for CVs at application stage, but you will be asked to supply your CV if you are invited for interview. This is in order for us to anonymise applications for shortlisting to help remove bias and create a fairer process
- We'll be really happy to talk to anyone who has questions about the role before you apply, you can email: hannah.ward@naccom.org.uk

Timescales:

Application deadline: **Tues 1st Sept 2026, 9am**

Interviews are expected to be: **week commencing 14th Sept 2026**. Candidates may be invited to a second stage interview.

Please see [NACCOM's Data Privacy Policy](#) for information about how we store and use your information when you apply for a job with us.

No agency contact, thank you.