



Job Description for Communications Coordinator

About Baby Bank Network

Founded in Bristol in June 2015, Baby Bank Network supports families experiencing financial and emotional stress by redistributing pre-loved baby items. We collect and rehome baby clothes, toiletries, equipment, cots, prams, and toys - helping reduce waste while supporting families in need. Referrals come from health visitors, children's centres. And other professionals working with vulnerable families. In April 2025, we proudly supported our 11,000th family.

Role Overview

We are looking for a creative and proactive Communications Coordinator to join our growing team in Bristol. This newly created role is key to enhancing our visibility, strengthening community relationships, and helping us reach more families in need. You'll lead on all external communications, ensuring our messaging is clear, consistent, and aligned with our mission and values.

Key Details

- Salary: £24,300-£27,000 fte (per annum, dependent on experience)
- Contact: 1 year fixed term (with potential to extend, subject to funding)
- Hours: Part-time, 10 hours per week (flexible; occasional evenings/weekends may be required)
- Location: Hybrid - remote working and our Bristol office/warehouse (near Fishponds Road)
- Reports to: CEO
- Start Date: ASAP

CORE DUTIES AND RESPONSIBILITIES

Communications Strategy & Delivery

- Develop and implement a communications strategy aligned with our mission, fundraising goals, and donation needs.
- Plan and deliver engaging campaigns across multiple channels.
- Create and manage a content calendar, ensuring timely and relevant messaging.

Content Creation & Management

- Produce compelling content and digital assets using tools such as Canva.
- Manage communications across our website, blog, newsletters, and social media platforms.
- Gather and share stories, case studies, quotes, and photos that highlight our impact.
- Ensure all content complies with data protection and consent policies.

Media & Public Relations

- Maintain and grow relationships with local media and press contacts.
- Write and distribute press releases; coordinate interviews and media opportunities.

Branding & Materials

- Develop branded materials in collaboration with the Fundraising & Partnerships Manager, Office Manager, and Admin Assistant.
- Manage a photo and video library for use in communications.

Innovation & Volunteer Management

- Explore and implement new communication tools and platforms (e.g. AI tools)
- Recruit and manage volunteers to support communications activities.



General Duties

- Support the wider operations of Baby Bank Network as needed.
- Actively contribute to team meetings and service improvement discussions.
- Undertake additional tasks as requested by the CEO, in line with the role.

PERSON SPECIFICATION Comms Coordinator

We're looking for someone enthusiastic, adaptable, and passionate about making a difference. You don't need to meet every requirement - if you bring most of the skills and a willingness to learn, we'd love to hear from you.

Essential Skills & Experience

- Strong written and verbal communication skills.
- Excellent organisational and time management abilities.
- Ability to manage multiple tasks and work independently.
- Experience with tools such as WordPress, Mailchimp and Canva.
- Proficiency with Google Workspace (Gmail, Drive, Docs, Sheets).
- Attention to detail and accurate record-keeping.
- Strong interpersonal and customer service skills.
- Commitment to Baby Bank Network's values and policies.
- Empathy and understanding of the challenges faced by the families we support.

Desirable

- Experience working in the charity sector, especially in an administrative or communications role.