

Welcome

Thank you for your interest in the role of Communication Lead for Family Voice Surrey (FVS). We are a Charitable Incorporated Organisation run by parent carers for parent carers of children and young people with Special Educational Needs and Disabilities.

Our vision is for a society that:

- allows families whose children have additional needs to be heard.
- allows ALL children to thrive and are supported to achieve their dreams.
- celebrates difference and diversity.
- breaks down the barriers faced by children and young people with special educational needs and disabilities.

Family Voice Surrey aims to bring about positive change for children and young people with additional needs and their families, by:

- Giving families a strong collective voice,
- Being a professional, parent carer led organisation.
- Ensuring parent carers are valued as equal partners within the local authority
- Supporting parent carers to understand their rights and choices.



About Us



We are Surrey's official parent carer forum, part of the National Network of Parent Carer Forums, established as part of the 'Aiming High for Disabled Children' initiative in 2011. We are an established Charitable Incorporated Organisation.

Family Voice Surrey (FVS) is the official parent carer forum for families of children and young people (aged 0–25) with special educational needs and disabilities (SEND) in Surrey. We work in partnership with health, education, social care, and other stakeholders to shape and improve services through co-production and active parent carer involvement.

We are a parent carer forum



We champion your
needs and rights



We are passionate
about improving
outcomes for your
children



We are experts by
experience because
we are parent carers



We work together
with the local
authority to represent
your experience



We have a say in how
local services work do
that they improve the
lives of Surrey families



Job Title: Communications Lead

Location: Hybrid role involving regular travel to events and approximately 2 office days per month.

Hours: 10 hours per week term time plus 2 weeks flexible working over the summer holidays. This is a flexible role with some evening or occasional holiday working.

Salary: £32,000 PA FTE pro rata

Travel Required: As required – expenses paid

Role Purpose

The Communications Lead will be responsible for developing and delivering effective communications that raise awareness of the charities work, engage key audiences, and support the achievement of organisational priorities. The role will ensure that communications are clear, accessible, timely, and consistent across digital, print, and stakeholder channels.

Working collaboratively with colleagues, volunteers and trustees, the postholder will help strengthen the charities profile, promote events and initiatives, and ensure that stakeholders are kept informed and engaged.

Key responsibilities

Communications planning and delivery

- Develop and implement a communications plan that supports organisational priorities and objectives.
- Create engaging content for a range of channels, including website, social media, newsletters, email updates, and printed materials.
- Ensure all communications are accurate, accessible, and aligned with the charities tone of voice and brand identity.
- Plan and coordinate communications activity around events, campaigns, consultations, and key organisational updates.
- Monitor the effectiveness of communications activity and make recommendations for improvement.

Digital and social media

- Manage and maintain the charities social media channels, ensuring regular and engaging content.
- Update website content as required to ensure information is current, relevant, and accessible.

- Support the development of digital campaigns to increase reach and engagement with key audiences.
- Monitor online engagement and respond to enquiries or comments in line with organisational guidelines.

Stakeholder engagement

- Prepare and distribute newsletters, updates, and other communications to members, families, partners, and stakeholders.
- Work with colleagues to gather stories, feedback, and examples of impact for use in communications.
- Support the promotion of events, workshops, and participation opportunities.
- Help maintain positive relationships with external stakeholders through clear and professional communication.

Brand and organisational support

- Ensure consistent use of branding, messaging, and style across all communications.
- Develop and maintain templates, guidance, and communication resources for colleagues and volunteers.
- Provide communications advice and support to colleagues where appropriate.
- Contribute to reporting on communications activity, reach, and impact.

Person specification

Essential

- Experience of developing and delivering communications across a range of channels.
- Excellent written and verbal communication skills, with the ability to produce clear, engaging, and accessible content.
- Experience of managing social media platforms and creating digital content.
- Ability to plan, prioritise, and manage workload effectively within a part-time role.
- Strong IT skills, including experience of email marketing systems, website content management, and Microsoft Office or equivalent tools.

Desirable

- Experience of communications within the voluntary, community, or public sector.
- Knowledge of accessibility standards and inclusive communication practices.
- Experience of using design tools such as Canva.
- Experience of producing newsletters, reports, or campaign materials.
- Understanding of working with families, parent carers, or SEND-related services.



What We Offer

- Full training and ongoing support
- Opportunities to develop skills in research, facilitation, and report writing
- Experience of co-produced project work
- A supportive and inclusive team environment
- The chance to make a real difference to autistic children and young people

Equal Opportunities Statement

We are committed to equality, diversity, and inclusion.

We actively encourage applications from autistic people, people with disabilities, people from all ethnic backgrounds, LGBTQ+ communities, and those with lived experience of autism.

We will make reasonable adjustments throughout recruitment and employment.

Selection will be based on skills, values, and suitability for the role.

Accessibility Statement

We aim to make this role and recruitment process as accessible as possible.

This includes:

- Offering information in alternative formats
- Allowing extra time for applications or interviews
- Providing questions in advance
- Offering remote or in-person interview options
- Making reasonable workplace adjustments

Please let us know what support would help you.

How to Apply

Application via Family Voice Surrey's application form (available by email or on our website). CV's will not be accepted.

Please send applications F.A.O Ruth Hobbs at Contact@familyvoicesurrey.org

Work with us to improve the future of children with disabilities or additional needs. We can't achieve this without your support.

Join us and add your voice to ours. Together, we're stronger.



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Guildford
GU4 7HL

Charity number: 1175460

Tel: 01372 705708

Email: contact@familyvoicesurrey.org

Website: www.familyvoicesurrey.org



www.facebook.com/familyvoicesurrey



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