

Volunteer, Stakeholder Specialist

The Ashford Mediation Service is a registered charity that provides free confidential and impartial mediation services to the residents of the Borough of Ashford who are experiencing conflict or difficulties with others.

Founded in 1997, we help people who are in dispute with their neighbours over noise, parking disputes, boundary disputes, general harassment, and anti-social and abusive behaviour.

We also provide mediation services between parents and their children (over 7 years of age), between relatives, and child access disputes.

Our aim is to prevent the escalation of conflict to limit the intervention required by the police, social services or other authorities. To do so will create a more harmonious working environment for the entire community.

We are looking to appoint a volunteer with experience in stakeholder management to help with advancing our communications strategy. We are keen to have better engagement with partners, funders and other alliances, ensuring that we make a positive difference in our community.

The volunteer Stakeholder specialist will manage and oversee the communications approach of the Ashford Mediation Service with specific duties to include keeping a database of key contacts; creating a stakeholder management plan that can be executed by the Development Director and Trustees where necessary. The postholder will also be asked to help develop content for the website and other communication channels in order to reach these stakeholders.

The Trustees have already developed a marketing plan along with a marketing strategy and key messaging for the Service, but they would welcome your input going forward, particularly as it relates to key stakeholders.

The role requires excellent written and verbal communication skills.

PRIMARY RESPONSIBILITIES

- Creating and maintaining a database of key stakeholders
- Create content/campaigns where appropriate for these audiences
- Liaise with the PR and Marketing volunteers in order to have a co-ordinated approach to communications for AMS.
- Develop fresh story ideas for reaching our target audiences
- Coordinate scheduling and logistics.

Person Specification

Essential

- Able to demonstrate a senior level and full range of stakeholder skills
- Excellent written, verbal and presentation skills, with a track record of producing high quality, inspiring and compelling content across a range of channels/audiences
- Examples of successful stakeholder management

Desirable

- Experience of working in the voluntary, charity and public sector
- Dedicated to the organisational cause and objectives and willing to act as the charity's ambassador
- A team oriented and collaborative approach to problem solving and management

Time Commitment

- We will work with the successful candidate to come to a mutually convenient work- load but it is hopeful that the successful candidate could spare between 2-10 hours per week

Reporting structure

The post will report to the Development Director, but will also work closely with the Trustee in the Board responsible for Marketing and Communications

Remuneration

This is a voluntary post but reasonable expenses will be met.

For further information contact Ian Redding, Director of Development at info@ashfordmediation.co.uk or on : 07845 914838.