Borders
Community Action

COMMUNICATIONS & IMPACT OFFICER

RECRUITMENT PACK

CLOSING DATE:
WEDNESDAY 28 OCTOBER 2026

Borders Third Sector Interface Ltd,
trading as Borders Community Action.

www.borderscommunityaction.org.uk

Hello,

Thank you for your interest in joining Borders Community Action.

As the Chief Officer of Borders Community Action, I extend a warm invitation to you to be part of our inspiring journey towards positive and lasting change in our communities.

Borders Community Action's vision is to create thriving, resilient and inclusive communities where everyone can achieve their full potential. We believe in the transformative power of collective action and the potential that lies within the wider third sector. By joining our team, you'll have the opportunity to make a real difference in communities, working hand-in-hand with dedicated colleagues and passionate volunteers.

Together, we strive to empower the third sector in the Scottish Borders to create positive change by providing leadership, sharing knowledge and promoting collaboration. Our work is not just a job; it's a calling - a chance to leave a meaningful legacy that echoes through generations.

In this recruitment pack, you'll find detailed information about the role you could play in our vibrant team, the impactful projects you could lead and the rewarding experiences that await you. Borders Community Action is committed to supporting your growth, providing a nurturing environment and celebrating your achievements.

Discover a fulfilling journey, a purpose-driven career and a community that believes in your potential.

If you are looking for purpose, community and a place where your ideas matter, we would love to welcome you.

Warm regards,

Juliana Amaral
Chief Executive Officer

About Borders Community Action

Borders Community Action (BCA), launched on 1 April 2023, is the Third Sector Interface (TSI) for the Scottish Borders.
We work to promote and develop a vibrant local third sector.
We are a one-stop point for the third sector and work with charities, social enterprises, community groups and volunteering.

We offer the following services:

- Building capacity: help setting up a new organisation, funding bids, training, drafting a constitution or other governing document and developing volunteering capacity.
- Intelligence: this is our know-how, which makes us a one-stop-shop you can tap into. We are the one place for volunteers, funding opportunities, support with constitutions, polices and insurances.
- Voice: we take this rich data/intelligence and make sure it is heard by budget holders and policy makers to inform their funding and policy decisions.
- Connection: we bring together relevant activists and organisations to learn, share and collaborate.

What is a Third Sector Interface (TSI)?

Third Sector Interfaces (TSIs) provide a single point of access for support and advice for the third sector within local areas. There is a TSI in each local authority area in Scotland. TSIs have an outcome framework that they have to work within, but how that is done is very much based on identified local need and priorities for the third sector in each area.

What is the Third Sector?

The Third Sector, which includes charities, social enterprises and voluntary groups, delivers essential services, helps to improve people's wellbeing and contributes to economic growth. It plays a vital role in supporting communities at a local level.

Our vision, mission and values

To create thriving, resilient and inclusive communities

Our mission is to empower the third sector in the Scottish Borders to create positive change in communities by providing leadership, sharing knowledge and promoting collaboration.

'Bold' - We will be bold in how we represent the third sector and the communities we serve.

'Trust' - We will always be open and honest.

'Wisdom' - We will share our knowledge and nurture the knowledge and skills in others.

'Inclusion' - We will embrace diversity in our communities and use its strength to create positive change.

Our Strategic Objectives

Support and develop volunteers, Third Sector Organisations and social enterprises via a responsive range of services, including training, information, advice and access to resources

Be a catalyst for community empowerment, enabling a culture of collaboration that maximises the influence and impact of the third sector across communities

Amplify the voice of volunteers and Third Sector Organisations representing their collective needs locally, regionally and nationally

Be an exemplar Third Sector Organisation with its members at its heart

About this Role

Communications & Impact Officer

Number of Hours:	16 per week
Starting salary:	£28,000 (pro rata £12,796)
Accountability of post:	The post holder will be line managed by and accountable to the BCA Community Development Team Manager
Location of the post:	Scottish Borders, Hybrid Working – Main office, home and BCA events

About the role

This is a new and exciting role in a fresh, dynamic organisation that is looking to maximise the capability of the vital third sector across the Scottish Borders. The post holder will be a conduit for sharing information with our members and help develop awareness of BCA's role at both a local and national level.

Key responsibilities

The post holder will be expected to act as the communicator on behalf of BCA and our members, supporting the delivery of the organisation's strategy and playing a key role in delivering our communications plan, creating presentations, press releases, reports, website and social media content, marketing materials, as well as branding and information about our events and activities.

The postholder's duties are:

- Review BCA's communications strategy to promote the the organisation's mission, services and initiatives.
- Align communications plans with the strategic objectives of BCA and adapt them to changing needs and priorities.
- Lead the BCA communications plan and the ongoing production of communication outlets such as newsletters, bulletins, social media outputs, press and media releases and ad-hoc statements and announcements.
- Develop content that supports BCA and informs, educates and inspires our internal and external audiences of members, non-members, volunteers and prospective volunteers. This may include video, photos, audio, podcasts, internal and external reports, traditional media releases, social media, infographics etc.

About this Role

Communications & Impact Officer

Key responsibilities

- Produce regular internal and external reports outlining successes and key findings to feed into the Communications Strategy for plans and activities.
- Develop and maintain content on the website, including weekly updates on news, volunteering and funding opportunities.
- Create electronic surveys for members' feedback, polls and surveys to measure and evaluate the effectiveness of BCA work.
- Work with the team to ensure that there is a continuous process of stakeholder identification, analysis and members' engagement.
- Identify appropriate and new channels of communication for categories of stakeholders and develop regular communications, including newsletters, bulletins and social media posts.
- Draft press releases, handle media inquiries, and coordinate media coverage for BCA events and initiatives.
- Develop and maintain relationships with local newspapers, community magazines and radio stations to help us promote the Third Sector throughout the Scottish Borders.
- Create graphic reports, illustrations, and infographics to share BCA's message with members.
- Ensure that all BCA members can have the opportunity to engage with us and that their contribution is recorded and recognised.
- Any other duties needed to help drive BCA's **vision**, fulfil our **mission**, and abide by our **values**.

About You

Communications & Impact Officer

SKILLS

Essential

- Experience in operating across different platforms such as WordPress, JotForm, SharePoint, and Teams for updating and maintaining website content
- Experience in the use of social media channels including (but not exclusively) Facebook/Meta, LinkedIn, YouTube and Instagram
- Proficiency or willingness to learn the use of Buffer, Canva, Salesforce and Mailchimp
- Excellent written and oral communication skills
- Strong planning skills with ability to proactively and confidently lead a project
- Ability to communicate with different audiences using appropriate formats and platforms
- Strong internal and external engagement skills
- Proactive attitude and ability to work on own initiative, manage workload and work to deadlines
- Able to work as part of a team and actively contribute to it
- Ability to produce visually appealing multimedia content
- Record-keeping and report writing skills using creative visual information

Desirable

- Understanding of CRM systems and workflow automation platforms
- Ability to use a wide range of platforms to develop engagement tools and create visual content, such as Form Assembly, Forms, Power BI or any other

EDUCATION & KNOWLEDGE

Essential

- Knowledge of multimedia tools and different platforms used for communication and engagement
- Training or communications and marketing related experience

Desirable

- Understanding of the ethical use of Artificial Intelligence
- Certification or related experience in writing content and press releases
- Minimum of 2 years of experience in a communications or engagement role, preferably within the third sector or a related field

About You

Communications & Impact Officer

PREVIOUS EXPERIENCE

Essential

- Experience of digital and social media, PR, marketing and events related experience.
- Experience of creating graphic presentations, newsletter content and use of social media to engage with a wider audience
- Website updates
- Experience using CRM systems
- Experience designing surveys and other engagement platforms

Desirable

- Experience in producing press releases and report writing
- Experience in graphic design
- Previous experience designing marketing materials using tools such as Canva

PERSONAL DEVELOPMENT

Desirable

- Keep abreast of developments in communications and best practice approaches
- Maintain up-to-date knowledge of relevant legislation and regulation especially GDPR
- Maintain up-to-date knowledge of the work of the third sector
- Support a culture where improvements can be made because of lessons identified, captured, assessed and implemented

OTHER

Essential

- Ability to work with minimum supervision to a high standard
- Driver with access to own transport and Business Insurance
- Ability to be flexible about working evenings and weekends
- Commitment to diversity, equality and anti-discriminatory practice

Desirable

- Confident and self-motivated
- Flexible, “can-do approach”
- Patient and approachable

How to Apply

Communications & Impact Officer

We want applicants who are comfortable talking about how they have used their skills, knowledge and abilities. Please make sure to include a focus on your own responsibilities, activities and outcomes you have achieved or lessons you have learned in your application.

Key dates in the process:

Applications deadline:

Wednesday 28 October 2026. Interviews are currently scheduled for week commencing **2 November 2026,** in person at the main office at Drygrange, Melrose.

If you have any questions or would like to discuss your application:
Questions are perfectly normal and especially if you want to understand how flexible the role can be. Please call the office 0300 124 7522 and ask for Fiona Benton, alternatively email: recruitment@borderscommunityaction.org.uk

Completing and Submitting your application:
Applications and the can be obtained at the recruitment section of our website: **borderscommunityaction.org.uk/recruitment**

The online application can be found here: Job Application Form

Good Luck!