



141-157 Acre Ln, Brixton Hill,  
London, SW2 5UA.

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**Job Title: Engagement/Communications Manager**

**Reports to: Engagement Director**

Jump is the UK's leading provider of engagement programmes for sustainability and our Mission is to empower & motivate people to take action for a sustainable future. We believe people have the power to build a better world and so we're all about driving positive behaviour change, from energy saving in the workplace, minimising waste and sustainable travel means.

Our clients include NHS Trusts, universities, companies and local authorities. Our innovative programmes have won many awards, and our ambitious, friendly team is growing.

Working at Jump is interesting, exciting, rewarding and not without its share of challenges. It's a can-do culture – you need to be solutions-oriented with a positive approach to work.

**Your Role in Our Mission:**

We are looking for someone to join the Jump Engagement Team from mid-late March 2025. The role contributes to the successful delivery of client programmes by growing our member community. This means increasing the number of members and active members on our digital programmes through digital communications and promotion, re-engagement initiatives and new programme features.

You'll be self-motivated, able to work on your own initiative and have experience of creating both written and visual content for digital communications. You'll have a user-centric perspective and apply this when thinking about messages and platform design.

You'll be comfortable quickly learning new systems to manage our platforms, and be able to work at pace. You'll have a creative mindset and be enthusiastic about our ethos. We're incorporating AI increasingly into our processes, so knowledge and enthusiasm in this area is welcome.

Every day will be different, and we'll train you in what we do and why, but you must already have the commitment and drive. We're a small, supportive and friendly team that delivers big things and the ability to work collaboratively is a must.

Due to our industry, a passion for environmental sustainability is valuable.

### **Key Responsibilities:**

- Create engaging written content for digital communications for a wide range of audiences
- Design digital assets for a range of channels, including social media, newsletters and our web platforms using Canva and Adobe Creative Cloud.
- Deliver digital newsletters by utilising Mailchimp to manage contact lists, send communications and track performance.
- Use our Content Management System to manage, enhance and update our client platforms. Knowledge of HTML/CSS useful.
- Edit and proof-read content.
- Compile and analyse data to review and improve performance of communications and engagement initiatives.
- Manage and prioritise own workload to ensure all content is delivered for clients on time.
- Nurture, communicate with and present to clients, supporting the Client Success Managers.
- Actively contribute to the Engagement Team, and wider Jump team, to improve our services and product for users and client base.

**Essential Skills:**

- 1-2 years of experience working in a communication or engagement role.
- Excellent spoken and written English, and able to generate content for diverse audiences.
- Strong ability to create and proof visual assets that are engaging and impactful for multiple channels including social media, posters, emails.
- Awareness of graphic design, including using Adobe Creative Cloud and Canva.
- Excellent time management skills to successfully manage competing priorities and busy periods.
- Ability to pick up new systems and processes quickly.
- Excellent interpersonal skills.
- Comfortable presenting internally and to clients, in-person and online.
- A critical mind-set to enhance our processes and initiatives to achieve our goals.

**Our offer to you:**

Job type: Full-time, Permanent

Starting salary: £28,000 per annum

Holiday: 22 days per annum (increasing by one day each year, up to maximum of 30)

Probationary period: 3 months

Hybrid working: 50:50 working from home (1 office day a week if based over 50 miles from the office in Clapham, London)

**Additional benefits:**

- Employee ownership - share in the ownership of Jump through our Employee Ownership Trust (EOT).
- Annual staff bonus based on company performance.
- Flexible working around core hours (10am – 4pm Mon-Fri)
- Early Friday finish (4pm)
- Employee Discounts
- Cycle 2 Work Scheme
- Employee Assistance Programme
- Retailer Discounts
- Compassionate Leave

- Sustainable Holiday Travel Days
- Staff "Net Zero Challenge" Rewards Scheme
- Opportunity for a 4-week sabbatical leave at 10% pay after 2 years of employment.
- Paid volunteering day each year and time off to donate blood.

### **Jump into your career:**

At Jump, we value Empathy, Impact, Innovation, Fun, Collaboration, and Entrepreneurial Spirit – but most of all we want you to feel comfortable being yourself. We are committed to creating an inclusive culture which truly embraces diversity because it sparks creativity and innovation.

We welcome applications from all people regardless of background, identity and/or belief. We particularly encourage applications from disabled and/or BAME (black, Asian and minority ethnic) candidates, as these groups are under-represented throughout the technology and sustainability industry.

We also recognise that we're not perfect. So, if there's anything about our recruitment process that could be adapted or adjusted to improve it then please let us know.

Join our community and help us empower & motivate people to take action for a sustainable future.

**To be considered, please submit your CV, a cover letter explaining why you want the job and how you meet the criteria above, and any examples of communication work that you've created or been part of creating through our [application portal](#) by the 5<sup>th</sup> February 2025.**