

NACCOM External Affairs Manager – Job Description

Hours: Full-Time (35 hours) or Part-Time (28 hours) per week

Salary: Starting salary £43,000 annual FTE (plus £4,000 London Weighting if applicable)

Leave: 25 days per annum plus Bank Holidays (England and Wales) pro rata plus additional concessionary days off between Christmas and New Year

Pension: NACCOM will contribute 6% of your gross salary

Additional benefits: Flexible working hours, wellbeing time, wellbeing practice and Calm App

Contract: Permanent

Location: Home-based plus occasional travel in the UK (approx 5 days per month). Opportunity to work part-time in a members' office or a co-working space.

Responsible to: Director

NACCOM (No Accommodation Network) is a registered charity, and we provide a service to our (135) members who are frontline organisations based across the UK working together to end destitution amongst people seeking asylum, refugees and migrants with No Recourse to Public Funds (NRPF).

The NACCOM membership network is made up of 'full' members who provide accommodation to people seeking asylum who have been refused and 'associate' members who are organisations that are in support of the aims of NACCOM. NACCOM brings members together to network, collaborate and share good practice, and also provides resources, support and training to enable members to increase their capacity and empower as many people as possible out of destitution. NACCOM also campaigns for a fair, just and humane asylum and immigration system that doesn't leave people destitute.

Read more about [NACCOM](#) including our vision, mission, values and current strategy. You can also view our current [campaigning priorities](#).

About the role:

Join our charity at a pivotal moment. As our External Affairs Manager, you'll sit at the heart of a high-performing, fully remote team, ensuring that migrant homelessness and destitution is high on the agenda. You will lead and mentor a talented External Affairs team, amplifying NACCOM's voice as the UK's expert voice on how the asylum and immigration system drives homelessness and destitution.

With our 20th-anniversary milestone and a bold new organisational strategy on the horizon, you'll seize fresh opportunities to deepen our influence. Working hand-in-hand with frontline members, people with lived experience, and high-profile partners, you will deliver sharp, evidence-led campaigns and projects that put migrant homelessness at the top of policy and media agendas.

A strong aptitude for communications and campaigns, and an understanding of how that works alongside policy and research to underpin the external affairs function, is vital.

This role is for a dynamic, collaborative advocate who is passionate about social justice. If you're ready to turn insight into impact — shaping narratives, forging alliances, and driving systemic change—we'd love to welcome you to NACCOM.

Job purpose:

The External Affairs Manager will work closely with the Director and provide vital support to NACCOM and its members by:

- Ensuring the strategic planning, management and alignment of communications, policy, research, campaigns, and advocacy as part of the External Affairs function at NACCOM.
- Ensuring NACCOM's external affairs functions feed from and into our network development work and our Community Ambassador / Research programme
- Growing and safeguarding NACCOM's brand identity, integrity and strategic positioning across all our external channels, networks and audiences.
- Line-managing and supporting the Policy and Research Co-ordinator, Community Research Facilitator and part-time Communications Co-ordinator (currently covered by a freelancer) as well as managing any external consultants NACCOM works with across the External Affairs function.
- Along with the Director, acting as spokesperson for NACCOM.
- Overseeing the spend against budget for External Affairs-related work.
- Representing NACCOM at key, high-level meetings and coalitions, including with journalists, decision-makers and partners.
- Actively supporting a culture of collaboration, support and mutual respect at NACCOM and across the membership network.

Duties and Responsibilities:

- Working with the Director, lead on the strategic planning, management and alignment of policy, research, communications, campaigns and advocacy work as part of the External Affairs function at NACCOM.
- Ensure NACCOM's policy, research, communications and advocacy work fits within our theory of change and supports the delivery of our theory of change.
- Ensure that NACCOM's external affairs functions feeds from and into our network development work and our Community Research programme.
- Ensure that NACCOM members have an opportunity to contribute to our policy, research and advocacy work and feel connected to the External Affairs function.
- Working with the Director, lead on management of key external affairs strategic relationships including with journalists, decision-makers and partner organisations.

- Work effectively and in partnership with key NACCOM stakeholders on joint campaigns, coalitions and projects.
- Develop and oversee an organisational communications strategy for NACCOM, including ensuring a strong, consistent and creative digital and social media presence.
- Oversee the development of strong brand identity and integrity at NACCOM.
- Maintain good understanding and awareness of political, policy, legislative and media landscape for asylum, immigration and homelessness issues.
- Steer NACCOM's website refresh project, working with relevant staff members to direct the delivery of the project.
- Develop opportunities for collaboration with key partners and coalitions.
- Contribute to operational delivery within the External Affairs function as needed.
- Responsible for the production of NACCOM's annual Impact Report, managing the team and designer's work on this annual project.
- Contribute to NACCOM operating in a way that is demonstrable to our values and that is transparent, inclusive, anti-racist and promotes wellbeing.
- Ensure adherence to all relevant NACCOM policies and procedures, with a particular focus on our equality and diversity, and safeguarding procedures related to any part of the external affairs function. This is particularly relevant for our communications work and our work with the Community Research volunteers.
- Attend trustee meetings as required.

Personal Specification/Key Competencies:

Essential:

- A commitment to and understanding of NACCOM's beneficiaries and mission.
- Demonstrable experience in at least two areas of the External Affairs function, namely Communications, Policy, Research, Advocacy, and Campaigns.
- A strong understanding of how good communications underpins an organisation's work.
- Proven experience of strategy development to support charity objectives.
- Proven experience of building and maintaining strong working relationships with a diverse range of stakeholders.
- Experience of supporting and working alongside people with lived experience to participate meaningfully and equitably into an aspect of an External Affairs function
- Excellent interpersonal, presentation (oral and written) skills and attention to detail
- Self-motivated and able to work alone using own initiative.
- Experience of line management or supporting other staff/team members.
- Proven ability to be flexible and meet tight deadlines.
- Excellent written and verbal communication skills.
- Good IT skills including all Microsoft Office applications and use of social media channels.
- A commitment to transparency and openness.
- Willingness and capacity to travel within the UK.

Desirable:

- Insight into the needs and experiences of refugees, migrants and people seeking asylum.
- Good awareness of the asylum, immigration and/or homelessness policy landscape.
- Experience and understanding of cultural diversity and the ability to work with people from a range of different cultures.
- Experience of working with people remotely, including managing a remote team, using a range of communications platforms.
- Experience working with a charity board of trustees.

Note: we are interested where you can demonstrate experience from both paid and voluntary roles.

Additional Note: This job description is not intended to be an exhaustive list, and it is expected that you will be flexible and willing to participate in duties which are broadly in line with the above responsibilities. This job description does not form part of the employment contract, and we reserve the right to review it with the post-holder as necessary.

How to apply:

- Please read the job description carefully.
- To apply please complete [NACCOM's Job Application Form](#) and [Equality and Diversity Form](#).
- Send both forms to recruitment@naccom.org.uk before the specified closing date of **Tuesday 8 July 2025, at 23.59**.
- Please note we do not ask for CVs at application stage, but you will be asked to supply your CV if you are invited for interview. This is in order for us to anonymise applications for shortlisting to create a fairer process
- We'll be really happy to talk to anyone who has questions about the role before you apply, you can email: bridget@naccom.org.uk to ask questions over email or arrange a call/Zoom.

Recruitment timescales:

- Tuesday 8 July 2025 at 23.59: Deadline for applications
- Wednesday 23 and Thursday 24 July 2025: Stage one interviews held online as a Zoom call.
- Wednesday 30 July 2025: Stage two interviews with team, ideally in person but possibly online.

Please see NACCOM's [Data Privacy Policy](#) for information about how we store and use your information when you apply for a job with us.

No agency contact, thank you.