



A FUTURE WITHOUT
DOMESTIC ABUSE



Marketing & Communications Coordinator

Candidate Brief
January 2026

Welcome

We began the latest chapter of our journey in April 2025 when we were recommissioned to provide all domestic abuse services in mid, west, and north Essex. With the commissioned services now including our amazing services for children and young people - it now means that we have several years security for all our services. We are dealing with an ever-rising demand on our services, but we continue to have ambitious plans for how we can expand our services and grow our funding to enable us to continue to support those who need us. With this in mind we have recently increased the number of dispersed housing options we have available for our clients, which has led to this recruitment.

Our work is all about supporting individuals who have experienced or are experiencing domestic abuse. We understand the power that simply believing, and offering a non-judgmental, trauma-informed response, can have. We all work together in the shared belief that every single person has the right to live their life free from domestic abuse and our practitioners work tirelessly to support and advocate for our clients to help them achieve this.

We have a brilliant team of people, providing amazing, life-saving services and currently we're looking for someone to join our amazing Accommodation team.

If this role sounds like it's the right challenge for you, don't hesitate to get in touch.

Beverley
Jones
CEO



About Next Chapter

Next Chapter was established in 1975, on the back of the second wave of feminism just as domestic violence was being formally recognised as a crime and the first legislation (Domestic Violence and Matrimonial Proceedings Act 1976) dedicated to combatting domestic violence was enacted.

Initially called Colchester Women's Aid, following the establishment of the Women's Aid Federation, and more recently Colchester & Tendring Women's Refuge, the decision to change our name to Next Chapter was in recognition of our much wider remit, not least our move to support male victims, and our collective desire to provide the organisation with an identity that reflected our aspirations and values.

Next Chapter is now a widely respected and valued provider of expert, specialist domestic abuse services. Our practitioners have worked hard to help us build our strong reputation for delivering expert specialist services in a professional, but compassionate and trauma-informed way, working in partnership wherever we can to help achieve the very best possible outcomes for our clients.

Read more about our vision, mission and values on pages 4 & 5

“ We have been humbled by the work Next Chapter are doing to support victims in traumatic situations, and we salute the team at Next Chapter who are listening to the stories and doing their utmost to support those in these difficult times. ”

Alex Patterson, Head of Business Partners
Active Digital



Working at Next Chapter

Next Chapter is a focused and responsive organisation that thrives on partnership working and a deep passion for supporting victims of domestic abuse, advocating for the most vulnerable in our society and challenging decisions, systems and individuals that create barriers to our clients achieving safety or impacting their wellbeing as they work towards their life free from domestic abuse.

Our staff are committed to and positive about the difference we make to people's lives. We're building links with our communities to shine a light on the hidden harm of domestic abuse and to build capacity in a range of organisations & individuals to recognise the signs of Domestic Abuse and to have the confidence to offer help and know where to refer for specialist support.

“ Fantastic team of staff in all areas of the organisation, all supportive of one another and want to work towards our main goals of helping survivors be free

Domestic Abuse Practitioner ”

We work with survivors of domestic abuse to help them make choices **to reclaim their lives** and begin their next chapter

**A FUTURE WITHOUT
DOMESTIC ABUSE**



Life without
domestic
abuse

our vision

The Next Chapter (East of England). We work across the areas of Tendring, Colchester, Maldon, Chelmsford, Braintree and Uttlesford, providing free and confidential services to support people who are currently experiencing, or have previously experienced domestic abuse.

our mission

"To provide rapid responses to domestic abuse that increase safety for all victims, enabling them to rebuild their lives and create lasting change.

We believe in raising awareness through education, training & partnerships in our community."



our values

Courageous

We are brave and have strength for the people we support. We empower them to have a voice and where they are unable, we will speak the truth and advocate on their behalf. We will protect our women-only spaces and challenge violence against women and children in all its forms.

Trustworthy

We will develop trusting relationships, providing an emotionally and physically safe environment for the people we support. We will be honest, respectful, and reliable. We will always do the right thing and do what we say we will.

Inclusive

We are diverse, welcoming, approachable, and inclusive as employers, service providers and people. We promote unity, fairness, and respect; challenging ourselves to remove barriers and ensure equal access for those who might otherwise be excluded or marginalised.

Responsive

The people we support are at the heart of all we do. We ensure the support we provide is flexible and tailored to the needs of individuals. We are collaborative, understanding, compassionate and sensitive.

Exceptional

We are proud to be experts in our field, striving to always be the best we can be, to innovate, lead and to exceed expectations. We are committed to developing and skilling our staff to the highest standards and to being generous with our knowledge to increase awareness and understanding across our partner organisations.

Communication

We value each other's knowledge and opinions and understand the benefits of positive and constructive communication. We listen and hear each other, adapting our style and language to the needs of the individual.

Teamwork

We value and respect each other and celebrate our differences. We know that we are always stronger, happier and more effective when we work together. We strive to always support each other and learn from each other.





“

All the time that domestic abuse exists, individuals will need us to help make safety possible. With our support they are empowered to reclaim their lives and choose the next chapter in the future they want.

”



Current and Future Priorities

- To achieve a strong, positive and consistent Next Chapter culture across all services, to build the environment where our people can be the best they can through regular and meaningful staff engagement, and the development of a linked set of behaviours, consistent use of our Performance Management framework, and the development of our People Strategy.
- To be recognised and valued as the “go-to” expert specialist provider of Domestic Abuse services in mid, west and north Essex by seeking out opportunities and platforms to increase the visibility of our services, increasing our specialist qualifications and expertise within teams, and developing an engagement and marketing strategy to actively promote our specialist services, quality of outcomes for our clients and the impact of our services.
- To deliver consistently high-quality specialist and inclusive services from crisis through to recovery by actively seeking meaningful participation from survivors to shape service delivery and remove barriers, undertaking gap analysis and reshaping services where appropriate by establishing funding streams or strategic partnerships to deliver “recovery” services, and developing and maintaining partnerships with organisations representing marginalised communities.
- To increase the medium-term security of non-commissioned services by developing strategic relationships and alliances with key funding bodies, developing a strategic approach to impact and outcomes reporting as well as research projects to support funding applications, and developing a strategic approach to horizon-scanning for funding opportunities.
- To develop and grow the range of strategic and operational partnerships by developing organisational skills and behaviours relating to positive partnership working and developing a strategic partnership register with action plan to shape our approaches.
- To increase our ability to influence attitude, policy and practice at a local, regional and national level by generating opportunities for NC to speak & lobby and by developing our own position and stance on current issues facing the sector.



our services

[/Visit our websites/](#)

<https://www.thenextchapter.org.uk>

<https://men.thenextchapter.org.uk>

<https://nest.thenextchapter.org.uk>

Refuge
and
Recovery

with specialist support

Community
Support

with domestic abuse
practitioners and IDVAs

with practitioners
and support workers

Children &
Young
Persons
Service



The Role

Our organisation has grown significantly, and we are proud that our main focus remains to ensure that as much of our funding as possible goes towards our frontline services to maximise the support we can provide. We have recognised that we will not be able to fulfil our future aspirations with such a lean structure and are seeking to find the right individual to fill a role that has a focus on the marketing and communications of our organisation.

Purpose of the role

You will be responsible for all marketing and communication activity including digital, print and brand management. You will develop and deliver marketing campaigns and activity. As an experienced digital communications professional, you will be accountable for the day-to-day management of Next Chapter's social media activity across various platforms where you will ensure the organisations engagement with its stakeholders is planned and executed effectively. You will coordinate day-to-day maintenance and development of our website and other digital platforms and assets, identifying opportunities to improve the user experience.

Main responsibilities

- Manage the ongoing maintenance of the website and digital assets; working with Service Managers and Team Leaders to ensure that it is responsive to current needs and communications priorities and is consistent with narrative/tone of voice across the site.
- Work with the Business Operations Manager to engage with SLT and frontline practitioner teams, and to develop and maintain a year-round communications delivery plan including channel strategy, key messaging, target audiences and content calendar.



Main responsibilities (continued)

- Create compelling and engaging content through creativity, innovative formats, effective storytelling, and news-spotting for a variety of audiences across multiple marketing and editorial formats, including digital media to deliver against the communications delivery plan.
- Lead on the tactical planning and implementation of communication and marketing campaigns, to achieve strategic aims and objectives and increase external engagement.
- Work with the Business Operations Manager to support the delivery of the organisation's internal communication activity– this will include, creation of relevant content for internal staff newsletter, uploading content to internal digital platforms and print management.
- Coordinate and attend internal and external stakeholder meetings to manage and deliver communications and marketing campaign elements.
- Work with managers and practitioners to co-ordinate and deliver the research, creation and editing of content for all platforms, digital and print where appropriate.
- Fully exploit digital channels, including email marketing, display ads, retargeting, and paid search, to aid supporter acquisition and retention.

General

- Work collaboratively with team members and colleagues to meet organisational objectives.
- Act as an advocate for Next Chapter – its vision, mission, and values – at networks and meetings.
- Work collaboratively and as part of a team to undertake any duties that might be required for the safe and effective running of the organisation and the services we provide.



After 6 months you will have successfully:

- Completed the mandatory induction process and associated training and learning modules.
- Completed or on-track to successfully complete your probation period.
- Established positive and collaborative working relationships within our Business Services team.
- Developed positive and collaborative working with colleagues in our IDVA, DAP, Duty, Refuge and CYP teams.
- Established a positive working relationship with key partner agencies for the area you are working in.
- Developed a network of contacts within Next Chapter so you know who to go to for advice and support, particularly for issues outside your area of expertise.
- Be proficient in the ongoing maintenance of our website and digital assets.
- Developed a year-round communications plan.
- Developed and delivered a marketing campaign.
- Proficient in the day-to-day management of our social media channels.



What **you** can expect from us:

- A warm welcome into our Next Chapter family.
- A genuine interest in you and what you bring to Next Chapter.
- A deeper understanding of the support available for women and children who are experiencing or have previously experienced domestic abuse.
- A commitment to equal opportunities and an inclusive environment which celebrates difference and allows our staff to flourish.
- Opportunities for personal and professional development.
- A commitment to your wellbeing, with a range of benefits including EAP, flexible working, a generous leave allowance and an enhanced occupational sick pay scheme and occupational maternity scheme.

What **we** expect from you:

- Demonstrating an understanding and commitment to Next Chapter's vision and values.
- Commitment to and an understanding of safeguarding best practice in relation to children and adults.
- Respecting and observing professional integrity in relationships with clients, peers and other relevant professionals.
- A responsibility for your own health and safety and that of your colleagues, our clients and any visitors, a willingness to follow established systems of work.
- Be committed to helping build an organisation that respects and values the diversity of all staff, making our services accessible and inclusive, regardless of a person's protected characteristic.
- Treat all information as confidential and comply with appropriate policies
- To seek learning opportunities to improve and broaden your knowledge and skills.

a shared commitment



Terms and conditions

Contract	This is a full-time post with some flexibility around hours and home working
Salary	£28,250 - £30,947 per annum
Benefits include	Contributory Pension Scheme: Equipment and support to work from home effectively; Learning and development tailored to your level of experience, subsidised health care package.
Hours	Standard hours are 7.5 per day, with our normal working hours between 9am – 5pm. Due to the nature of the role, you may be required to work flexibly to fulfil your role successfully. There is no overtime allowance but time off in lieu (TOIL) may be taken in agreement with your line manager and in accordance with organisational procedures.
Leave	Paid annual leave for 25 days per annum, plus 8 public holidays. After 2 years, leave entitlement increases by 2 days, rising a day year thereafter to a maximum of 30 days and pro rata for each partial leave year.
Expenses	You will be reimbursed all reasonable expenses which are incurred by you in the proper performance of your duties
Location	Next Chapter premises are located in Colchester, and your place of work will ordinarily be one of these locations, with the option for homeworking for a proportion of time. You may be required to attend meetings in other locations as may be reasonably required to fulfil your role successfully.
Occupational Sick Pay Scheme	1 week full-pay during your probation period. After successful completion of probation period, 12 weeks full-pay, and 12 weeks-half pay in any 12-month period.
Notice period	During probation period and up to 4 years' service, 4 weeks' notice is required. After 4 years, one week per complete year of service is required up to a maximum of 12 weeks.



To apply for the position of Marketing & Communications Coordinator please complete our application form using the following link.

<https://forms.office.com/e/b41z7T2Mkz>

Please also complete our voluntary monitoring form to help us meet the aims of our equality policy.

<https://forms.office.com/r/UN7CEQb882>

Closing date for applications

6th February 2026

Interviews (in person)

16th February 2026

If you would like an informal conversation to discuss this role further, then please contact Jo Harbrow-Harris (joannahh@thenextchapter.org.uk) to arrange a call.

how to apply

Marketing &
Communications
Coordinator





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<https://www.thenextchapter.org.uk>

