



Communications Manager (0.5 FTE)

Candidate Information pack - 2026

Message from the Chief Executive of the Ombudsman Association (OA)

Thank you for your interest in the Communications Manager role.

Access to justice and redress has never been more important, with both consumer rights and human rights enjoying a high profile in the media and the focus of policy makers across the nations and territories we cover. This is an exciting opportunity to take on a revamped communications role at a time when our influence with external stakeholders is growing and our activities with both members and stakeholders are expanding.

As part of a small team, which already punches above its weight, you will use your significant communications experience to ensure that the Ombudsman Association's (OA) internal and external communications supports our dual activities to (a) promote and facilitate the sharing of best practice between our members and (b) to inform and influence policy makers, industry bodies, and other stakeholders to make our [Vision](#) a reality.

The role is part-time, 0.5 FTE, available either as a secondment opportunity or as an employee of the OA, and includes full working from home option.

Further information on the role and responsibilities, as well as on the OA itself, can be found in this document.

If you have any further questions about the role please get in touch. I am available for an informal discussion w/c 12 October and w/c 26 October.

Kind regards

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1. Who we are

The Ombudsman Association (OA) is the professional association for ombudsman schemes and complaint handling bodies in the UK, Ireland, the British Crown Dependencies, and the British Overseas Territories.

Our membership criteria are recognised as representing best practice, as reflected in the UK Cabinet Office's [guidance](#) for government departments and UK Companies House [criteria](#) for using the protected term 'ombudsman'.

The OA provides and facilitates a number of opportunities for the sharing of best practice between members, including via the online OA Community, the various Networks for the staff of member schemes, and the annual conference.

The Vision of the OA is that throughout the public and private sectors:

- It is straightforward and simple for people to complain.
- People making a complaint are listened to and treated fairly.
- A complaint is dealt with quickly, fairly and effectively at the earliest stage by suitably trained staff.
- People have access to an ombudsman in all areas of consumer and public services.
- The learning from a complaint is used to improve services.

The OA's objectives are to:

- a) Support and promote an effective system of complaint handling and redress in the United Kingdom, Ireland, Britain's Crown Dependencies and Britain's Overseas Territories.
- b) Encourage, develop and protect the role of an ombudsman in both the public and private sectors as the 'best practice' model for resolving complaints, according to recognition through membership.
- c) Provide an authoritative voice and promote best practice and policy for those involved in complaint handling and redress to ensure an effective service for the public.
- d) Support open and transparent accountability and endorse principles of good complaint handling.

You can read more about our work in our [Annual Report](#).

2. The Role

As part of the expansion of the OA team, the Communications Manager role has been revamped, alongside the newly created Office Manager role and the soon to be recruited Director of Member Services, to ensure greater organisational resilience. Initially the Communications Manager will report to the Chief Executive, and then to the Director of Member Services once they are in post.

The Communications Manager will lead on all aspects of the OA's communications activity, both with the OA's Members and with external stakeholders.

Key responsibilities for the role

1. Review the OA's existing communication and public affairs activities to ensure effective sharing of insights on developments in policy, administrative justice, and complaint handling.
2. Build awareness and authority of the OA and the sector more broadly. Deal with media enquiries and develop relationships with relevant external stakeholders, including journalists, writing press releases and pitching stories, utilising headline statistics and 'stories' from OA Members in order to demonstrate benefit and impact of the sector.
3. Commission, create, and manage content on OA's website and social media channels, including external facing OA News blog, internal OA Newsletter, the OA's Podcast, and promoting the annual OA Conference, ensuring brand consistency throughout.
4. Plan and lead activities for the annual OmbudsDay, in conjunction with the OA Comms Network.
5. Source and secure opportunities for the Chief Executive to inform and influence stakeholders, drafting articles, presentations, and speeches.
6. Lead on the drafting and production of corporate reports and documents, including the Annual Report and 'Guides' to ombudsman offices.
7. Respond to enquiries from the public.
8. Ensure all communication outputs are accessible and compliant with equalities legislation and best practice.
9. Monitor and evaluate communications outcomes such as website usage and media coverage.
10. Any other reasonable public affairs and communications duties as required.

Hours / place of work

The role is part-time, 17.5 hours per week (excluding lunch breaks). The role is fully home working, with some travel required during the year as set out below:

- *Annual Conference*: The location of the OA's Annual Conference rotates around the UK and Ireland. Attendance at the three-day event, which takes place in June, is required.
- *Engagement with members*: Most engagement with members takes place via online meetings, reflecting modern working practices. Sporadically there may also be opportunities, or the necessity, for face-to-face meetings across the UK and Ireland, and occasionally in the British Crown Dependencies or the British Overseas Territories.
- *Team activities*: As a fully remote organisation, the OA's staff are currently spread across the UK. As part of team activities travel will be required on occasion.
- *Stakeholder engagement*: Travel may be required for ad-hoc stakeholder events.

Offer:

- Salary of £50,000 pro rata (0.5 FTE)
- Home working (or current office if on secondment)
- 25 days of annual leave, plus Bank Holidays, and additional 1.5 days over Christmas / New Year shutdown period (pro rata).
- Nest Pension Scheme, with 8.3% employer contribution, calculated on full salary.
- Group medical insurance, including optical and dental coverage, and Employee Assistance programme.

3. Person specification

Essential

- 1) Demonstrable communications experience, including media handling and reputation management.
- 2) Excellent written skills, including the ability to tailor messages for different audiences and channels as well as communicate complex information in a clear, engaging way.
- 3) Excellent interpersonal skills and the ability to build strong and effective relationships internally and externally.
- 4) Meticulous attention to detail and excellent proofreading abilities.
- 5) A good understanding of social media platforms, with practical experience of using them for corporate communication.
- 6) Ability to operate as part of a small team and comfortable with operating by themselves and on their own initiative.

Desirable: In addition to the above, experience of working for a membership body, professional association, or similar organisation would be beneficial but is not essential, as would knowledge of ombudsman schemes or social and consumer rights.

4. Selection process

Please submit your CV and a covering letter, setting out how you meet the essential criteria for the role. Covering letters should be a maximum of two sides. Applications should be submitted to donal.galligan@ombudsmanassociation.org

Applications will be reviewed on a rolling basis. Early submission is strongly encouraged, and in any case should be received by 12:00 on 5 November 2026.

Candidates who demonstrate that they meet the essential criteria will be invited to attend an online interview. Interviews are envisaged to take place c.18-20 November, but may take place sooner if suitable candidates are identified before the advertised closing date. Further details will be provided to candidates invited for interview.

We are committed to providing equality of opportunity for all job applicants. The information you supply in your application will be treated in confidence and will be used solely for assessing your suitability for the role.