OPEN ROLE · VOLUNTEER TO PAID

Head of Communications and Advocacy

Most child safety frameworks ask whether a policy exists. Very few ask whether children are actually safer. We are building a standard that does, and we need someone to lead how we talk about it.

TIME	Volunteer to paid, part-time, 8 to 10 hours a week
LOCATION	Remote, within EU time zones
REPORTING TO	Founder and Executive Director, with a weekly check-in
APPLICATIONS	Reviewed on a rolling basis · info@custorian.org

About us

Custorian is a European non-profit based in Denmark. We are developing the Child Digital Safety and Wellbeing (CDSW) Standard: an open, auditable standard that measures whether the protections in digital services work, with every requirement published so anyone can check what it asks for.

We write the standard. Independent certification bodies will carry out the audits. We do not accept funding from services that are, or may become, subject to assessment under the standard. The standard has been through a first round of expert review, and we are now working through reviewers' comments ahead of public consultation.

The role

You will be the first person to lead communications and advocacy at Custorian. Your job is to make our evidence, our positions and our governance easy to find, easy to understand and easy to check, for everyone with a stake in children's safety online: regulators and policy makers, standards bodies, researchers, child rights organisations, industry professionals, funders, journalists and parents.

Just as important, you will hold the line between what we can say and what we can show. In this field, one overstated claim can cost years of trust.

What you will do

- Lead communications and advocacy across our work: the standard, the planned certification scheme, our research, and the registry and accountability index we are developing.
- Plan and run the communications for the public consultation, including how we publish our response to every comment.
- Draft position papers, consultation responses and policy briefs, and prepare briefings for meetings with EU and national authorities.
- Run our channels, including LinkedIn and our newsletter.
- Build our media relations: media list, press materials, and preparing spokespeople.
- Write plain-language explainers and practical guidance for parents and professionals.
- Shape website content and help keep it accessible.
- Keep the editorial calendar, approvals and reporting running, and check every claim against its evidence before it goes out.

What you bring

- Experience leading communications or advocacy for a mission-led, policy, standards or regulated organisation.
- Writing that is precise and plain, for readers as different as a regulator and a parent.
- The judgement to check a claim against its evidence, and the confidence to say no when it falls short.
- Experience with media relations.
- Experience with policy processes, public consultations or regulators, ideally at EU level.
- Fluent professional English.

It would help if you also have: Danish, written and spoken; knowledge of child rights, online safety, trust and safety or digital regulation; familiarity with standards, accreditation or certification; experience of safeguarding in communications involving children or young people; hands-on skills with web content, newsletter tools, analytics or community moderation.

If you meet most of this but not all, we would still like to hear from you.

What we offer

- Ownership of a whole function at an early-stage organisation building a European standard.
- A named title you can use publicly.
- Media and crisis training ahead of the consultation launch, subject to budget.
- Reimbursement of pre-approved out-of-pocket expenses.

Volunteer now, paid later

This is a volunteer role today. We intend to make it a paid position once dedicated funding is secured, but we cannot promise a date or salary. When the paid role is created, the person in this role will be invited to apply and considered first.

Safeguarding and independence

Because the role works on materials for children and young people, the successful applicant will need a Danish child protection certificate (børneattest) or an equivalent criminal record check from their country before starting. You will also sign a volunteer agreement covering confidentiality, data protection and safeguarding.

To protect our independence, you cannot hold a paid or advisory role with an online service the standard covers, or with a company selling products or services related to it, while in post.

How to apply

Email **info@custorian.org** with the subject line "Head of Communications and Advocacy" and include:

1. Your CV or LinkedIn profile.
2. A short note, one page at most, on a piece of communications or advocacy work you are proud of, and what you would do differently.
3. In no more than 100 words, an explanation for a parent of what a CDSW certificate would and would not mean.

We review applications as they arrive and will close the call once the role is filled, so please apply early. Shortlisted applicants will be invited to two short conversations. If you need any adjustment to apply or to take part, tell us at the same address.

We welcome applications from everyone, whatever their background, and we assess every application on the skills and experience it shows.