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| **Role Title:** | Internal Communications Manager | **Responsible to:** | Head of Reward |
| **Division:** | People | **Department:** | Internal Communications |
| **Direct reports:** | 1 x Communications Officer1 x Portfolio Communications Consultant (FTC)1 x Corporate Communications Lead | **Scope:** | Internal Comms across all MPS globally |
| **Scale:** | 3 People |
| **Regulated Function:** | No |
| **Evaluation Level:** | Implement 1 | **Role Family:** | Group Corporate Services |

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| **Role Purpose** |
| As a member of the People and Culture leadership team, the purpose of the role is to lead the development, implementation and ongoing oversight of the organisations internal communications strategy which enables effective delivery of the people strategy and helps build the desired culture at MPS.  |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Leadership*** Provide strategic, thought leadership across People and Culture and wider MPS on the design and delivery of the global internal communications strategy
* Define the MPS internal communications strategy, ensuring alignment with MPS priorities and objectives. Help MPS to move from current cultural state to aspirational state through a communications strategy and rhythm that is global, adaptable and helps to drive employee engagement.
* Support the Head of Culture and Engagement on the Engagement strategy and oversee the design and implementation of employee engagement initiatives and events which celebrate recognition, build a culture and common purpose and help to drive a positive EVP for MPS.
* Use communications expertise to support change programmes across the organisation, building a common understanding of change and deliver an overarching and compelling narrative that explains the internal and external need for change.
* Drive organisational change by leading and supporting new initiatives and projects specific to reward and the EVP of the organisation in collaboration with other teams
 | * Corporate Strategic priorities Vs plan
* MPS engagement index Vs plan
* MPS leadership index Vs plan
* Exec and stakeholder feedback
* Delivery of projects to plan
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| **Financial*** Lead the setting and delivery of the departmental operational budgets, ensuring an efficient and effective operating model to minimise cost and maximise financial sustainability without compromising the member / colleague experience.
* Ensure that all spend is managed within organisation policy reporting on variance to budget to the Executive Director – P&C
 | * Operational budget Vs Plan
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| **Member*** Lead the team to translate strategic activity into key messages and activities that educate colleagues on how our culture impacts sustainable growth and how we provide excellence for our members.
* Drive a culture and capability in Lean / continuous improvement, establishing operational efficiency and great colleague experiences.
 | * Net promoter score
* Stakeholder feedback
* Colleague survey feedback and scores
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| **People*** Lead the team to ensure all aspects of the internal communications strategy and approach create an inclusive environment of shared understanding and are accessible for colleagues in all jurisdictions.
* Take the lead on promoting a more inclusive environment, which aligns with our commitment to celebrate and promote diversity.
* Lead on the development, competence, performance and engagement of own team and wider P&C, ensuring clear lines of accountability and compliance with all governance, policy standards and processes
* Build strong relationships with senior leaders and Executive providing expert advice on internal comms approaches and helping leaders to understand what employees are telling us and influencing how change can be addressed.
* Drive collaboration of the internal communications team with wider P&C to support a joined up EVP that promotes the culture and values of the organisation.
 | * Engagement Index
* Leadership Index
* Inclusion index
* Strong Talent and Succession Plans
* People Metrics and insight
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| **Risk*** Create an environment where all colleagues recognise the importance of risk identification and management
* Ensure appropriate business processes and controls are in place to manage internal communications and initiatives within risk appetite; comply with policies and regulatory requirements within the Risk Policy Framework.
 | * Risk & Control Self- Assessments
* Audit Actions
* Reputational Risk
* Financial Risk
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| **Responsibilities (RACI)** |
| * Undertake other duties and tasks that from time to time may be required
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| **Key Governance Responsibilities**  |
| * None
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| **Leadership Behaviours** | **Level** |
| Fresh Thinking | Leading Organisation |
| Building Capability in Self and Others | Leading Others |
| Influencing Others | Leading Organisation |
| Collaborating for Results | Leading Organisation |
| Leading Self and Others | Leading Others |
| Commercial and Risk Thinking  | Leading Others |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | * Knowledge of internal communications best practice, planning and theory
 | * Higher skilled at stakeholder engagement
* Skilled influencer at all levels throughout
* Strong consultative, partnership and collaboration skills
* Strong leadership skills
* Able to analyse business strategy to formulate internal comms plans
* Strong organisation and project management skills
* Excellent written and verbal communication skills – ability to understand and discern key messages, link to a core narrative and land messages with a range of audiences.
 | * Working as an internal communications expert at a strategic level in a global organisation
* Expert in leading on internal communications throughout transformational change
* Experience in supporting the development and delivery of a global internal comms strategy
* Strong leadership of an internal communications function
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| **Desirable** |  |  | * Leading an internal communications function in a regulated environment
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