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| **Role title:** | Internal Communications Lead | **Responsible to:** | Strategic Communications Manager |
| **Division:** | Business Development and Engagement | **Department:** | Corporate Affairs |
| **Direct Reports and Level:** | None | **Scope:** | Internal Communications – globally  |
| **Scale:** | N/A |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Core | **Role Family** |  |

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| **Overall Role Purpose** |
| Develop and deliver effective internal communications in a way that supports the organisation’s corporate objectives, increases colleague engagement and helps build MPS’s employee brand. |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational*** Support the delivery of MPS’s organisation-wide people plan and P&C’s plan on a page to build tailored plans to drive colleague engagement across the organisation
* Lead on building compelling strategic narratives that provide a clear understanding of the link between the work of colleagues and the delivery of organisational strategy and change projects
* Support with ensuring the effective systems and processes are in place for the successful delivery of internal communications, measuring employee engagement and the success of projects.
* Provide support with strategic advice and counsel to senior leaders and specialists on the development of internal communications plans and messaging
* Create and continually evolve engaging messaging to communicate the benefits of change and support engagement levels.
* Co-ordinate and deliver an overarching MPS wide communication and engagement plan for major change projects and business priorities as well as a schedule of internal communication activities.
* Contribute to the delivery of the Corporate Affairs strategy which aligns to the overall corporate strategy, business performance, leadership of teams that reinforces the desired culture and delivery of strategic priorities
 | * Corporate Strategic priorities Vs plan
* Division Plan delivery Vs plan
* Delivery of projects to plan
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| **Financial*** Support the Strategic Communications Manager to set and deliver the budget ensuring an efficient and effective Corporate Affairs operating model which minimises cost and maximises financial sustainability without compromising the quality of output or achievement of volume and income targets
* Ensure that all spend is managed within organisation policy reporting on variance to budget to the Strategic Communications Manager
 | * Operational budget Vs Plan
* Member numbers Vs plan
* Income Vs plan
* Retention targets delivered Vs plan
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| **Member*** Monitor and provide robust challenge of emerging people risks and issues arising from business activities which fail to deliver appropriate and consistent outcomes for members or are likely to have a material adverse effect on the Group, its operation or financial security.
* Support the establishment of a culture and capability in continuous improvement to drive operational efficiency and great member experiences and outcomes.
 | * Net promoter score
* Member feedback
* Member Experience Scores
 |
| **People*** Take personal accountability for own training, competence, performance and engagement of self and colleagues ensuring clarity on own accountabilities and comply with all governance, policy standards and processes.
* Establish a strong network of relationships with subject matter experts and staff at all levels across the organisation, particularly with People and Change, establishing yourself as a trusted and embedded partner.
 | * Delivery of Personal Development Plan to plan
* One to one / performance review meetings Vs Plan
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| **Risk*** Contribute to driving an environment where all colleagues recognise the importance of risk identification and management within the team
* Adhere to business processes and controls which are in place to manage the Department within risk appetite; comply with policies and regulatory requirements (as applicable).
 | * Risk & Control Self- Assessments
* Audit Actions
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| **Responsibilities (RACI)** |
| * Create engaging communications for colleagues, selecting the most appropriate channel mix and messages for each audience and issue.
* Ensure effective usage of and report on the usage of primary internal communication channels (intranet, bulletins and manager calls) to inform on-going communication and engagement planning across the change programmes and the wider organisation.
* Play a key role in MPS’s crisis communications preparedness and organisational response in the event of a crisis
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| **Key Governance Responsibilities** |
| * N/A
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| **Leadership Framework Competencies** | **Level** |
| Fresh Thinking | Leading Self |
| Building Capability in Self and Others | Leading Self |
| Influencing Others | Leading Others  |
| Collaborating for Results | Leading Self |
| Leading Self and Others | Leading Self |
| Commercial and Risk Thinking  | Leading Self |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | * Detailed knowledge of internal communications and planning and theory
 | * A talent for interpreting and simplifying complex material for a range of audiences
* Proven ability to manage sensitive and confidential information
 | * Significant experience in internal communications, gained in-house or an agency setting
* Experience of advising and influencing senior colleagues
* Managing sensitive and confidential information
* Experience of using and evaluating the impact of processes for delivering internal communications (e.g. intranet, bulletins).
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| **Desirable** | * Membership of the CIPR
 |  | * Experience of introducing new approaches to improve colleague engagement
* Experience of working in a large complex organisation
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