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| **Role title:** | Portfolio Communications Consultant | **Responsible to:** | Corporate & Internal Communications Manager (*dotted line into the PMO Manager for Portfolio, Programmes and Projects*)  |
| **Division:** | Business Development and Engagement | **Department:** | Corporate Affairs |
| **Direct Reports and Level:** | None | **Scope:** | Global |
| **Scale:** | 0 Income0 Budget0 people |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Implement 2 | **Role Family** | Sales/Marketing/Communications |

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

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational*** Co-ordinate and deliver an overarching MPS wide communication and engagement plan for agreed Portfolio and Programmes activity
* Support the delivery of agreed Portfolio and Programmes communications with colleagues via tailored plans that drive colleague engagement across the organisation - and collaborate with external communication colleagues to ensure coordination of messaging across all audiences.
* Support the development of compelling strategic narratives that provide a clear understanding of the link between the delivery of the organisational strategy and the role of various Portfolio and Programmes activities.
* Ensure effective systems and processes are in place for the successful delivery of internal communications in support of agreed Portfolio and Programmes activities.
* Provide support with strategic advice and counsel to senior leaders and stakeholders on the development of internal communications plans for agreed Portfolio and Programmes activities.
* Create and continually evolve engaging messaging to communicate the reasons and benefits of change and support engagement levels.

  | * Portfolio and Programmes KPIs
* Delivery of projects to plan
* Stakeholder feedback
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| **Financial*** Support the Portfolio, Programmes and Projects PMO Manager to set and deliver the communications for the portfolio projects against budget - ensuring an efficient and effective model which minimises cost without compromising the quality of output
* Ensure that all spend is managed within organisation policy reporting on variance to budget to the Portfolio, Programmes and Projects PMO Manager
 | * Delivery of portfolio project communications to plan, budget and timescales
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| **Member*** Monitor and provide robust challenge of emerging or potential issues arising from Portfolio and Programmes activities which fail to deliver appropriate and consistent outcomes for colleagues and members, or which 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.
 | * Colleague feedback
* Member feedback
* Member Experience Scores
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| **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 colleagues at all levels across the organisation, particularly with Digital and Change, establishing yourself as a trusted and embedded partner.
 | * Delivery of Personal Development Plan
* One to one / performance review meetings
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| **Risk*** Contribute to embedding an environment where all colleagues recognise the importance of risk identification and management
* Adhere to business processes and controls which are in place to manage the Portfolio, Programmes and Projects activities within departmental or organisational 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 relating to agreed Portfolio and Programmes activity for colleagues, selecting the most appropriate channel mix and messages for each audience and issue, and support where needed, with external communication to members.
* Ensure effective use of primary internal communication channels to inform on-going communication and engagement planning across the change programmes and the wider organisation.
* Report on the effectiveness of the communications.
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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
 | * A talent for interpreting and simplifying complex material for a range of audiences
* Proven ability to manage sensitive and confidential information
* Excellent planning and project management skills
* Proven relationship/stakeholder management skills
* Excellent copywriting and oral communication skills are essential
* Ability to think strategically and deliver agreed objectives
 | * 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).
* Experience in managing project communications
* Experience in managing change and transformation communications
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| **Desirable** | * Membership of the CIPR or similar industry body
 |  | * Experience of introducing new approaches to improve colleague engagement
* Experience of working in the health, legal or professional services sectors Experience of matrix-style working
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