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| **Role title:** | Internal Communications Officer | **Responsible to:** | Corporate and Internal 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 1 | **Role Family** | Sales/Marketing/Communications |

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| **Overall Role Purpose** |
| Provide effective day-to-day support for the delivery of MPS’ routine internal communication activities in a way that creates engaging communications for colleagues, and supports the achievement of the organisation’s strategy and corporate objectives, ensuring that colleague communications are reflective of the organisation’s international structure. |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational*** Provide routine and day-to-day internal communication advice and delivery across multiple platforms – including intranet, email virtual and face to face channels – in line with agreed channel criteria.
* Action intranet requests including publishing content, support with the creation of pages, navigation changes and permissions, in line with the agreed standards and consistency of homepage content.
* Resolve technical intranet queries using own knowledge or by liaising with IT colleagues and/or the intranet supplier.
* Lead on the creation and delivery of a range of routine internal communications, including colleague newsletters and the monthly Manager’s Call.
* Support with the creation of effective internal communications content for bespoke projects and activities as needed.
* Support on the creation and delivery of events aimed at improving colleague engagement and understanding of our strategic priorities.
* Support with stakeholder engagement as required to develop/maintain internal communication plans and content.
* Maintain the internal communications evaluation dashboard, and assist with other evaluation activities.
* Support the delivery of colleague engagement across the organisation.
* Support the wider Corporate and Internal Communications team as required.
* 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.
 | * Diarised work and events delivered to plan and within agreed timescales
* Stakeholder / colleague feedback
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| **Financial*** Ensure activity is completed in a timely and effective manner, so as to limit any potential cost impacts on the wider business
 | * Diarised work and events delivered to plan and within agreed timescales and costs (where applicable)
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| **Member*** Support the establishment of a culture and capability in continuous improvement to drive operational efficiency and great member experiences and outcomes.
 | N/A |
| **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 Culture and Digital and Change, establishing yourself as a trusted internal communications advisor..
 | * Delivery of Personal Development Plan (PDP) to plan
* One to one / performance review meetings
* Completion of all mandatory compliance training within agreed timescales
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| **Risk*** 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
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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** | * Knowledge of current internal communications practice
* An understanding of internal communication channels
 | * A talent for interpreting and simplifying complex material for a range of audiences
* Ability to write and edit to a high standard
* Ability to resolve technical intranet queries using own knowledge or by liaising with IT colleagues and/or the intranet supplier.
* Proven ability to manage sensitive and confidential information
 | * Significant experience in internal communications, gained in-house or an agency setting
* Experience of using a variety of internal communications delivery channels (e.g. intranet, email virtual, face-to-face).
* Experience of managing an intranet platform – both front and back-end
* Internal communications event management experience
* Experience of managing sensitive and confidential information
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| **Desirable** | * Membership of CIPR or IoIC
* Degree in a related topic such as communication / English Literature or Language
 |  | * Experience of using the Interact intranet platform
* Experience of introducing new approaches to improve colleague engagement
* Experience of working in a large complex organisation
* Experience of managing content and channels for colleagues across different countries and time zones
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