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| Job Title: | Internal Communications Advisor |
| Accountable to: | Head of Internal Communications and Engagement |
| Hours: | Full-time, 35 hours per week |
| Contract: | 12 month fixed term contract, with the potential to be extended |
| Location: | Stanmore |
| Salary: | £32,000 to £35,000 |
| Hybrid working: | 2-3 days per week office based (Tuesday essential) with flexi-hybrid working options |

Job Purpose

In this varied and delivery focused role you will work closely with the Head of Internal Communications & Engagement (ICE) to develop the function and implement organisational internal communications, with particular focus on supporting the embedding of the new strategy. This will cover Senior Leadership Team communications, Divisional Communications, supporting with the development & management of our Communications Champions Network including training, as well as the effective delivery of the Employee Engagement Survey and its outcomes.

Responsibilities

- Assist the Head of Internal Communications and Engagement in developing ICE strategies and plans aligned to best practice and change management approaches; and coaching and advising stakeholders
- Day to Day management and measurement of ICE comms channels and activities, incl. intranet, Viva Engage, announcements, organisational emails and newsletters.
- Manage mechanisms to gain engagement data, e.g. employee engagement surveys.
- Collaborate with communications colleagues to ensure joined up, consistent messaging and plans.

- Build relationships across Norwood to source case studies, success stories and internal marketing collateral
- Initiate, design and deliver effective internal comms campaigns
- Create content and resource library for ICE & People & Culture intranet pages
- Provide advice, support and training across Norwood where required

General

- To always maintain confidentiality and to ensure respect for, proper observance of and adherence to Norwood's confidentiality policy for all staff.
- To attend regular supervision sessions with line manager, regular team meetings and undertake relevant training as and when required.
- To take all reasonable care of the health and safety of her/himself and of other persons who may be affected by her/his acts or omissions. As regards to any duty or requirement imposed upon the organisation by or under any of the relevant statutory provisions, to co-operate with the organisation as far as it necessary to enable that duty or requirement to be performed or complied with.
- To report to the Health and Safety Manager either serious risks or your concerns over safety issues.
- To work collaboratively with volunteers to ensure that their contribution enhances quality of service provision and support across the organisation.
- To maintain standard of dress that is appropriate to role and in accordance with the organisation's dress policy.
- To work at any other Norwood location, as and when required.
- To undertake any other duties which are consistent with the post.
- This job description is not an exhaustive list of duties and responsibilities and is subject to change in accordance with the needs of the service.

PERSON SPECIFICATION

| CRITERIA | ESSENTIAL | DESIRABLE |
|-----------------------------|---|--|
| EXPERIENCE | <ul style="list-style-type: none"> • Previous experience developing internal communications tools including Intranet and SharePoint content creation, development and management | <ul style="list-style-type: none"> • Degree qualified with extensive internal communications experience |
| KNOWLEDGE AND SKILLS | <ul style="list-style-type: none"> • Fluent English speaker with excellent communication and presentation skills • Exceptional writing skills with a high level of accuracy and attention to detail • Full communications toolset experience across a range of tactics and channels • Strong project management skills and an ability to deliver to tight deadlines • Ability to build strong internal relationships and work collaboratively with a broad range of stakeholders. <p>A proactive, self-starter who enjoys identifying and plugging gaps for continuous improvement</p> | |

**PERSONAL
CIRCUMSTANCES
AND ATTRIBUTES**

- Ability to champion a shared organisation culture with strong cross departmental working
- Knowledge of or willingness to learn about Jewish Culture