

Job profile: Internal Communications Specialist

We are the
difference
makers

Purpose: To play an integral part in the delivery and coordination of our internal communication strategies and plans to keep colleagues informed, engaged, and aligned with our company purpose, culture and goals. Collaborating across central teams, including our People team to support the people engagement strategy.

Reporting: Internal Communications & Engagement Manager

Values: Co-operation, Self Help, Self responsibility, Democracy, Equity and Equality.

Essential Skills and experience: Strong written and verbal communication skills. Creative and engaging content creation skills. Experience in managing and maintaining communication tools (internal email marketing software, videos, presentations, internal social media etc). Good understanding of Office365. Ability to work collaboratively with key stakeholders across the organisation. Highly organised with the ability to manage multiple projects and meet deadlines.

Desirable Skills and qualifications: 2+ years' experience in an internal communications, public relations or marketing communications role. Experience with graphic design tools (e.g., video editing software, Canva etc.) Marketing, communications, journalism degree qualified or equivalent.

We make a **difference** to Members & customers

We're **better** every day

Role responsibilities:

Use the appropriate channels and tone of voice to engage colleagues across the business with key milestones, achievements and business news.

Coordinate the difference maker colleague recognition scheme, working with the reward team to maximise engagement and celebrate success through the appropriate channels.

Role responsibilities:

Measure and monitor the effectiveness of internal communications and provide external insight for continuous improvement of engagement and communication outcomes.

Produce communication plans and coordinate a content calendar in line with the brand and content strategy to keep the workforce informed of change and new initiatives.

We're a **caring** community

We work together with **purpose**

Role responsibilities:

Coordinate our colleague engagement survey across our Society, sharing results and insights with the leadership cohort.

Own and coordinate our colleague social news, monitoring and maintaining digital posts, with effective campaigns for all our colleague networks.

Role responsibilities:

Support and coordinate our internal events such as annual conference long service celebrations and awards ceremony. Getting involved in activities such as gathering content and delegate management.

Collaborate with senior leaders and external communications teams to shape and deliver key messages, ensuring clarity and alignment with business objectives and performance.