

Role Profile for CO-CEO Office Liaison and Internal Communications Lead

Role Title (Internal HR use only): CO-CEO Office Liaison and Internal Communications Lead		Operational / External Title: CO-CEO Office Liaison and Internal Communications Lead		Date: May 2024	
Department and Team: CEO Office		Band: E		Reports to: Co-CEOs	
Direct Reports: 1		Indirect Reports: 0		Dotted line reports: 0	
Budget Holder (yes /no): No					
Safeguarding Check required	No	If Y, what type:	Role requires travel to country programmes	No	
DBS check required	Yes		Enhanced Data Protection		
Purpose of the Role:					
<p>Purpose of the Role: This role is responsible for running the office of the Co-CEOs, internal communication and engagement activities across ActionAid UK. The role will oversee and manage the day-to-day operations of the Co-CEO office enabling the Co-CEOs to effectively manage their workload and focus on strategic responsibilities in their dual roles as Co-CEOs and Directors. Lead on key Co-CEOs projects and deliverables in collaboration with relevant subject matter experts across the organisation. Develop the organisation's internal communications and engagement strategy, in line with the overall People & Culture Strategy, policies and best practice. Lead and implement a programme of internal communications and engagement initiatives that ensures AAUK staff feel connected to and engaged with the mission and objectives of the organisation, and boosts staff engagement levels. Responsible for ensuring all comms and engagement activities are promoting our feminist principles, anti-racist and decol agenda and contributing to the overall staff experience and employee proposition as an employer of choice.</p>					
Areas of Activity	Key Accountabilities and Deliverables				
CEO Office	<ul style="list-style-type: none"> Strategic oversight of Co-CEOs priorities and deliverables keeping Co-CEOs aligned based on clear 'Terms of Reference', a Co-CEO teams plan (interim period) and Key Performance Indicators (Dashboard). Development and oversight of Co-CEOs terms of reference in close collaboration with Co-CEOs. Support the Co-CEOs with ensuring that everything they do reflects our feminist principles and anti-racist and decol agenda. Lead the development of the Co-CEO interim plan and dashboard with Co-CEOs and Deputy Director of Finance, Head of Audit and Head of Project Management. Responsible for updating the Co-CEO progress tracker in collaboration with Executive Coordination Specialist (ECS). Oversight and coordination of the individual and collective development of the Co-CEOs as a team incl. individual coaching, team coaching/building and strategic leadership skills led and coordinated with the Senior L&D Specialist. Chair weekly Co-CEO sessions and ensure Co-CEO focus on prioritised and relevant topics and ensure actions are captured, delegated and followed up working closely with the ECS. Responsible for the planning and scheduling Leadership team meetings including agendas and presentations needed in partnership with ECS ensuring the appropriate cadence to meet business needs. Ad-hoc support on operational, strategic and organisational projects that are of importance for Co-CEOs. Co-manage Co-CEO inbox and calendar with ECS, being first point of response for internal and external stakeholders regarding topic's that require Co-CEO attention/participation and ensure efficient delegation of actions and management of Co-CEOs diaries working closely with the ECS. 				

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<p>Internal Communications and Engagement</p>	<ul style="list-style-type: none"> • Coordinate external visits (e.g. from Federation Member countries, the Global Secretariat, sector colleagues and partners) – focusing on purpose, impact, agenda, participants and discussion topic/presentation as needed working closely with the ECS (Calendar management sits with the ECS). • Responsible for planning and drafting key communication and presentations as needed related to the Co-CEOs plans and subsequent actions, activities and/or decisions (including All Staff meetings. All Staff days etc). • Serve as a trusted liaison between the Co-CEOs and internal and external stakeholders, ensuring that information is shared, and progress is reached on organisational priorities. • Line Management of ECS • Work closely with leaders and people managers to develop a creative internal communications and engagement strategy and plan to help improve team working and engagement across AAUK. • Set up Staff Forum to provide a place to test, discuss and align on changes effecting the overall staff experience. • To design and deliver compelling, open communications that articulate and reinforce AAUK’s mission and objectives internally, developing a strong narrative that both informs and inspires internal stakeholders, including Trustees, and aligns to our brand identity so the internal and external representation is congruent. • To develop and maintain a range of internal communication and engagement channels and initiatives, using a broad mix of accessible media and formats which allow for meaningful communication and engagement E.g. Staff Meetings, Newsletters, SharePoint ‘hub’ pages, All Staff Days, Staff handbook. • Be responsible for the SharePoint hub is up-to-date and reflecting AAUK in terms for structure and messaging. This means create/edit internal communications including but not limited to staff meetings, staff handbook, and SharePoint ‘hub’ news posts and pages as and when needed and work with individual ‘hub page’ owners to ensure they are keeping their pages up to-date. • Be responsible for ensuring AAUK understands the work of the Federation, including by inviting colleagues in the Federation to share their work and learning with AAUK. • To support learning, critical thinking and reflection by monitoring and evaluating the success of internal communications and engagement initiatives, working with a broad range of stakeholders / staff engagement groups, to continuously improve the way in which we communicate, and consequently positively impact levels of staff engagement. Identify emerging tools and techniques AAUK can use to improve its internal communications service. • To lead on staff engagement surveys / pulse surveys and be the internal focal point / support for the use of our internal survey tool, ensuring internal surveys are planned in a systematic way and that we achieve high participation levels. Work closely with survey platform provider to optimise the use of the platform and coach leaders on functionality. • To work closely with leaders and people managers to support them in sharing and implementing agreed actions from engagement surveys. • To research, plan, and implement a range of internal staff events and conferences working as lead member in cross organisational working groups. Undertaking associated risk assessments to ensure all risks are appropriately managed (working closely with the Facilities Management team). Working and negotiating with external venues and suppliers to ensure AAUK gets best value from any event. • Ensure that all staff events and communication are accessible for all employees. • Working with all internal stakeholders to develop and coordinate internal comms and engagement activities so that these are planned, scheduled and designed to ensure staff are appropriately informed, consulted and engaged. • To work closely with staff interest/support groups/P&C team to implement and manage an internal communications calendar of activities and events, which supports our feminist, anti-racist and decol agenda and aligns with our mission. • To provide clear communications, channel advice, training and toolkits to colleagues which promotes effective information management and knowledge sharing.
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<p>Team Working</p>	<ul style="list-style-type: none"> • To work collaboratively with all departments across the organisation, building strong working relationships and networks to achieve AAUK's wider objectives. • To play an active role in supporting AAUK to promote a positive, effective working, innovation, collaboration and best practice. • To actively participate in cross organisational working groups and projects as a subject matter expert, contributing creative ideas and supporting work plans. • To effectively represent the team and actively contribute at internal meetings, away days, staff meetings, external events, and conferences. • To help train new staff and participate in their induction to AAUK. • To engage with and demonstrate commitment to AAUK's mission, vision, values and strategic aims, and 'My Feminist Behaviours' (including adherence to our Code of Conduct'). • To undertake any other duties appropriate to the level in accordance to agreed procedures and guidelines. • To understand and adhere to AAUK's policies and practice. • To proactively engage with the performance development approach, taking responsibility for seeking appropriate development opportunities and taking part in learning.
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Key Relationships (external to the team):

INTERNAL: Directors, Deputy Directors, Heads of Teams, AAUK representative groups and P&C Team.
EXTERNAL: Federation, Board, suppliers, venue provider.

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EXPERIENCE, KNOWLEDGE & EXPERTISE

Essential:

- Commitment to AA’s vision, mission and values, including a commitment to feminist principles, safeguarding, and working in an organisation committed to working for the rights of women and girls.
- Commitment to AA’s values of Equality, Diversity & Inclusion and upholding the values of becoming an anti-racist decolonised INGO.
- ActionAid UK is committed to preventing any form of sexual harassment, exploitation, and abuse (including child abuse and adult at-risk abuse) and responding robustly when these harms take place. We expect all ActionAid UK Staff and ActionAid UK Associated Personnel to share this commitment.
- Commitment to continually improving your digital skills and knowledge within the working environment.
- Internal Stakeholder Management and Mapping
- Experience in coaching, influencing and working in partnership with Senior Stakeholders and Leaders
- Understanding of the role and responsibilities of a CEO and senior leadership team
- Experience of all aspects of internal communications, with expertise in the use of various methods and channels for communicating to a wide audience from a variety of backgrounds.
- Great verbal and written skills with the ability to write without jargon
- Experience of supporting large and small-scale change initiatives through innovative, impactful, empathetic communications solutions that enhance engagement and understanding, showing high levels of emotional intelligence.
- Experience in managing engagement surveys across planning,

Desirable:

- Experience of living and working in the “Global South”
- Experience of working for an INGO

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<p>communication and action planning</p> <ul style="list-style-type: none"> • A sound knowledge and experience of high-quality internal communications practice and the ability to translate this into innovative and effective solutions in a complex organisation that builds engagement. • Strong organisational and planning skills with the ability to prioritise often competing demands, and to tight deadlines. • Evidence of impactful communications both oral and written including the drafting and presenting of clear and concise communications on potentially complex issues to all levels of stakeholders. • Ability to collaborate and work with others in a partnership model to ensure that internal communications activities such as events are co-owned by stakeholders. • Project management skills – ability to plan, lead and manage activities involving multidisciplinary teams, some of which will be complex. • Experience in digital communications including SharePoint • Line manager experience 	
<p>Any Other Relevant Information – please add in any information regarding the complexity of work undertaken / complexity of relationships; level to which they drive change in their role / team / department, whether within their core duties they undertake activities that potentially could be ‘risky’</p>	

[Click here for ‘My Feminist Behaviours’](#)

This role profile sets out the current duties of the post that may vary from time to time without changing the character of the job or the level of responsibility entailed. However, all role profiles are regularly reviewed and updated accordingly in line with organisational needs.