



Job Description & Person Specification

Job Title: Internal Communications and Engagement Executive

Hours: 35 hours a week (full time)

Type of Employment: Permanent

Dept and Location: Communications & Campaigns, Hybrid (London/Remote)

Line Manager: Internal Communications Lead

Direct Reports: None

MAIN PURPOSE OF THE JOB

To support the Internal Communications Lead in creating and delivering internal communication and engagement activity for all colleagues of Teenage Cancer Trust, with a particular focus on specialist staff working in Teenage Cancer Trust cancer hospital units across the UK.

ROLE FOCUS

- Maintain, deliver and evolve regular channels of communication including e-newsletters and intranets to all colleagues
- Partner closely with our Services colleagues, and act as a point of contact for all other departments, to communicate with, about and to our staff in specialist Teenage Cancer Trust units based in NHS hospitals across the UK
- Support (and on occasion deputise for) the Internal Communications Lead with virtual events, such as Q&A sessions and live learning sessions and assist with designing and delivering internal face-to-face events
- Collaborate with HR, fundraising and wider MarComms teams to promote and raise awareness of relevant projects, campaigns and activity related to our people, our purpose and our brand
- Advise and guide colleagues on internal communication opportunities and best practice
- Support wider internal communications, culture and engagement campaigns to colleagues working for the charity and within the NHS.

OTHER DUTIES

- Take an active role in supporting and promoting culture, wellbeing and equity, diversity and engagement activity at Teenage Cancer Trust
- Undertake informal and formal continued professional development both related to the role and to internal communication and engagement

DISCLOSURE AND BARRING CHECKS

This role will have limited access to the young people we support. The post holder may, on occasion, attend meetings or functions with our young people and support our Internal Comms Lead to gather stories for promotional communications activity, but this will always be supervised. It is therefore subject to a Basic DBS check.

KEY RELATIONSHIPS

- Communications & Campaigns
- Marketing
- HR



- Fundraising
- Services

Person Specification

Essential Criteria **Qualifications**

N/A

Experience

- Proven experience in internal or external communications, employee engagement, or journalism
- Solid experience of using traditional and digital channels of communication
- Able to work within a small, fast-paced communications team
- Comfortable making sound decisions and acting on own initiative when required

Knowledge and know how

- Demonstrable knowledge of writing in both consumer and corporate style, and for different audiences
- Demonstrable knowledge of turning complex and/or corporate information into easy-to-understand content
- Understanding of communication and engagement practices for internal audiences within a workplace

Skills

- An incredible storyteller with super strong writing skills
- An articulate and enthusiastic verbal communicator
- Ability to manage and prioritise workload and multiple tasks in a changing environment with tight deadlines
- Proven interpersonal skills, including the ability to negotiate, influence, and quickly build credibility with colleagues and external parties

Personal Qualities

- Empathetic, compassionate and respectful when it comes to communicating about sensitive subjects and the people impacted
- Enthusiastic, supportive and collaborative
- Able to work on your own initiative and make sound decisions independently, when necessary

Values

Commitment to the philosophy and ethos of Teenage Cancer Trust



Preferred Criteria

Qualifications

Relevant academic or industry qualification e.g. journalism, communication, corporate communication, PR, English.

Experience

- Experience of influencing, advising and coaching colleagues in communication best practice - in particular, with peers, those in leadership roles, and with people working remotely
- Able to demonstrate professionalism and emotional resilience in the face of sensitive topics and information
- Experience or understanding of the healthcare and/or charity sector
- Experience of communicating to dispersed/remote/field-based workforce

Knowledge and know how

- Working knowledge of MS365 platforms – Yammer, Sharepoint and Teams
- Good knowledge of interpreting data and reporting on analytics

Skills

- A great listener (not just to what people are saying, but also what they are *not* saying)
- Ability to take the initiative, spot potential communications and engagement opportunities and demonstrate them to colleagues across the organisation
- Confident in challenging norms and making respectful and positive contributions to change
- A strong team worker, motivated by purpose and making a difference at work

Personal Qualities

- An interest in and commitment to addressing the issues affecting young people with cancer in the UK
- Always curious and not afraid to ask 'why' to get to the heart of something

Values

- Work in a 'determined' way, facing problems and getting things done
- Be 'united', working collaboratively with passion and respect
- Be brave, believe in possibilities, be 'spirited'
- Be 'kind', and see everyone's value, treat them as individuals and welcome their ideas