

Internal Communications and Engagement Officer

London

Job Description

Job purpose

ClientEarth is a leading environmental law charity working across four impact areas: climate, nature, health and justice. Internal communications plays a key role in enabling this work - ensuring staff are informed, connected and aligned with organisational priorities and strategy.

This role sits within the Internal Communications function and supports the delivery of clear, engaging and effective communications across the organisation. Working closely with the Internal Communications Manager, the Internal Communications Officer will help to plan and deliver internal communications activities, working with colleagues across teams and offices to ensure messaging is consistent, timely and impactful.

The role contributes to fostering staff engagement and inclusion across our global organisation, including supporting office-level communications in London and internal change initiatives. The London office is ClientEarth's biggest, comprising around 150 colleagues from across different roles and teams.

Working Relationships

The Internal Communications Officer sits in the People & Culture team and will report to the Internal Communications Manager (based in Berlin). The role will also work closely with the Chief of Staff and the Chief People & Strategy Officer, supporting the delivery of internal communications linked to organisational leadership priorities, engagement and change initiatives.

In addition, the postholder will collaborate regularly with colleagues across Programmes, External Affairs and Business Services teams, in London and across ClientEarth's international offices, to ensure effective coordination and delivery of internal communications.

ClientEarth

Key Responsibilities

- Produce and manage the **weekly all-staff newsletter**, proactively sourcing and coordinating content across teams and locations, thinking creatively about content presentation, and managing sign-off from the Internal Communications Manager and other stakeholders.
- Produce, manage and actively participate in **all-staff communication moments**, including our monthly all-staff meeting, including agendas, speaker coordination, and logistics.
- Work as part of a team to deliver **ClientEarth Exchange+ sessions** – our internal engagement and knowledge sharing series – managing topics, speakers, promotion and event logistics.
- Ensure **intranet content is accurate, accessible and up to date**, working with the Internal Communications Manager to improve usability and engagement, and managing key sites including those setting organisational direction, ways of working and collaboration, and information for new joiners.
- Act as the focal point for **London office internal communications**, proactively coordinating local messaging, office-wide meetings, and aligning office updates with wider organisational communications.
- Assist on **internal change projects**, working with the Internal Communications Manager to shape messaging, develop communication plans, and coordinating delivery to ensure clear, consistent and timely engagement with staff.
- Support the Internal Communications Manager to shape, deliver on, and measure the impact of ClientEarth's **Internal Communications and Engagement Strategy**.
- Make **day-to-day decisions** on the format and delivery of agreed internal communications activities, escalating risks or wider organisational issues to the Internal Communications Manager.
- **Identify and resolve non-routine delivery issues** in internal communications channels and events, escalating where needed.

Location

This role will be based in our London office. There may be occasional travel to other European offices, in line with our Travel and Environmental policies.

Person specification

Experience and knowledge

- Experience supporting or delivering internal communications (essential) in a complex or global organisation (desirable).
- Experience producing written content for internal audiences (e.g. newsletters, intranet content) (essential).
- Experience coordinating or assisting with internal events or meetings (essential).
- Experience supporting internal engagement or culture initiatives (desirable).
- Experience working with digital tools and platforms such as a SharePoint Intranet and the wider Microsoft 365 package (desirable).
- Experience working with digital newsletter tools such as Engaging Networks (desirable).

Key Competencies

- Fluent ([CEFR level C2](#)) in English (essential).
- Strong written communication skills, with the ability to write clearly, concisely and adapt messaging for different internal audiences paying particular attention to equity, diversity and inclusive practices (essential).
- Confident communicator, comfortable presenting and speaking in front of internal audiences and facilitating discussions (essential).
- Strong relationship-building skills, able to build trust and work effectively with a wide range of internal stakeholders (essential).
- Strong organisational skills, with the ability to manage multiple priorities and deliver work to deadline (essential).
- Able to work effectively with colleagues in different offices and time zones across a global organisation (essential).
- Proactive and solution-focused, identifying opportunities to improve communications and ways of working (essential).
- Strong alignment with ClientEarth's values and commitment to our vision, mission and equity, diversity and inclusion objectives (essential).