



Post number:

JOB DESCRIPTION

JOB TITLE: Internal Communications Officer (two-year contract)

BASE: Claire House Wirral, Bebington with some time from home and Claire House Liverpool, West Derby

Responsible to: Head of Communications

POST HOLDER:

PART 1: JOB PROFILE

1. Main Purpose of Job

Claire House is launching an ambitious five-year strategy, that aims to transform the organisation to reach more families who need us, as well as developing a second full hospice in Liverpool. In order to deliver on this plan, communications will be key.

This role will provide expert internal communications advice and support across the organisation from the care team to HR and IT; helping to communicate progress on key projects and improving employee engagement and organisational culture. It will also work with external stakeholders including families and volunteers. The job will include drafting messaging, copy writing, developing engaging content and marketing materials and implementing communications project plans.

Previous experience in a similar organisation is desirable, but internal communications expertise, endless energy and an ability to build relationships and problem solve are essential. In return this role will offer a once-in-a-lifetime opportunity to help an organisation transform the way it works, massively increase its impact and the vital support it offers to seriously and terminally ill babies, children, young adults and their families.

2. Position of the role in Claire House

The job holder will work within the communications team, under the Head of Communications and alongside the Communications Officer and Digital Communications Officers.

3. Scope of Job

The job holder will provide internal communications support to various other teams within the organisation including the Project Management Office and the Care, HR and IT teams.

4. Dimensions and Limits of Authority

Freedom to act on own initiative and make decisions in line with agreed communications plan and organisational strategy.

Part 2: MAIN DUTIES AND RESPONSIBILITIES

- Conducting a communications channel/tools audit to decide on internal comms priorities
- Producing an internal communications plan to help deliver the organisation’s new strategy
- Producing high quality written and visual marketing materials to help different teams within Claire House communicate effectively
- Working with teams across the organisation to help communicate progress on key projects
- Being an active member of Claire House staff and helping deliver internal communications activities, around events such as the Christmas campaign, to help improve organisational collaboration and culture
- Putting in place new internal communications processes that will help staff utilise communications channels
- Supporting the comms team with day-to-day activities as well as providing content for the internal Weekly Bulletin

The post holder must act at all times in a professional and responsible manner and have due regard to confidentiality and Health & Safety legislation.

This is an outline job description and should not be regarded as an inflexible specification. Responsibilities will be reviewed periodically in line with service priorities and duties may change or new duties be introduced after consultation with the post holder. As a term of your employment you may be required to undertake such other duties, such as link roles, and/or hours of work as may reasonably be required, commensurate with your general level of responsibility with the organisation, at your initial place of work or at any other of the Claire House establishments.

DBS level: Standard

Our working premises are no smoking areas.

Person Specification

Criteria	Essential	Desirable
Qualifications & Special Training & Education	GCSE English	A qualification in communications, marketing or media.
Knowledge & Experience	A proven track record of producing high quality internal communications Experience of coordinating content from a number of stakeholders	Experience of working on complex projects Experience of using project management tools, such as gantt charts and message matrixes

	<p>Experience of managing communications across different audience groups</p> <p>Experience of implementing employee engagement initiatives</p>	<p>Experience of working with designers to produce marketing materials</p>
Skills & Abilities	<p>Excellent communication skills, both written and verbal</p> <p>An ability to follow the trends in employee engagement and implement best practice in Claire House</p> <p>An ability to work under pressure and juggle a varied workload</p> <p>IT literate</p>	<p>Full driving license</p>
Personal Qualities	<p>Team worker with an ability to work collaboratively but also under own initiative</p> <p>Professional and resilient at all times</p> <p>Energetic, creative and inspiring</p> <p>Able to juggle numerous tasks and deadlines.</p> <p>Willing to work flexibly to meet the needs of the organisation</p> <p>A desire to make a difference and contribute to the overall objectives of Claire House.</p>	
Special Circumstances / Additional Requirements	<p>Satisfactory DBS check.</p>	