

Job Description

JOB TITLE	Internal Communications Officer	GRADE	LG4
REPORTS TO	Director of Communications	LOCATION	London (Hybrid) 3 days a week in the office
TEAM	Communications Team	SECTION OR SUB-TEAM	

JOB PURPOSE AND OBJECTIVES

The Internal Communications Officer for the Connexional Team of the Methodist Church in Britain will play a critical role in developing and shaping the organisation's internal communications strategy for its staff. Working closely with the Director of Communications, the Director of HR and the Connexional Secretary, this position is key to ensuring that the Team's values, mission and updates are effectively communicated to all Team members working across several sites and from home, to foster a cohesive and motivated work environment. The successful candidate will also be responsible for revamping the intranet and will share creative ways of both sharing information with colleagues and the Senior Management Group.

The Internal Communications Officer will strive to create an environment where communication fosters a sense of community, aligned with the Church's mission and values to create an engaged and informed Connexional Team.

JOB DIMENSIONS

RESOURCES UNDER CONTROL

Direct reports	None
Resources <i>(e.g. budget control, size of operations under control)</i>	None

ROLE ACCOUNTABILITIES

The activities, functions and areas of accountability for the job.

1. **Developing an Internal Communications Strategy:** Crafting and executing a strategy that supports the Team's mission and values encourages staff engagement and ensures consistent messaging.
2. **Content Creation and Management:** Producing engaging content for various channels, such as newsletters, emails, intranet, and presentations, to keep staff informed and motivated.
3. **Feedback Mechanisms:** Establishing and managing channels for staff feedback to leadership, promoting a two-way communication culture.
4. **Crisis Communication:** Working with the Director of Communications in preparing and managing communication during crises ensuring clear messaging.
5. **Event Management:** Organising and delivering internal events, such as staff meetings and workshops to enhance employee engagement.
6. **Training and Support:** Providing support and training for staff on communication tools and practices, enhancing overall communication skills within the Team.
7. **Change Management:** Advising the Senior Management Group on the internal communications aspect of Change Management including continuing work to enhance the Methodist Council's Investors in People Silver accreditation.
8. **Brand Advocacy:** Encouraging staff to be ambassadors of the Church, both internally and externally. Developing a brand voice for internal communications.
9. **Project Management:** Lead on managing internal communications projects (such as creating a team calendar for everyone to use and view and an audit of newsletters sent by the Team)
10. **Diversity and Inclusion:** Ensuring communication strategies and content reflect the Team's commitment to helping the Connexion become an inclusive, growing, evangelistic and justice-seeking church.
11. **Ensuring consistency:** Planning and approving regular communications to be sent out to employees including staff newsletters and newsletters from Team members.
12. To undertake any other reasonable duties appropriate with the grade of the post and / or as requested by the Connexional Secretary or Director of Communications

Person Specification

GRADE LEVEL 4— REFER TO THE GRADE DESCRIPTORS

	Essential	Desirable	Assessment Method
Education and Training			
Undergraduate degree or equivalent		X	A + Q
Qualification in internal communications (e.g. CIPR)		X	A + Q
Proven Abilities, Knowledge and Skills			
At least three years of experience of working with an internal communications context within an organisation.	X		A+I
Ability to develop and implement comprehensive internal communications strategies that align with the organisation's values.	X		A+I
Ability to articulate messages clearly and effectively, both in writing and verbally, tailored to various internal audiences.	X		A+I+W
Exceptional writing, editing and proofreading skills for a range of communication channels.	X		A+I+W
Ability to convey information clearly and succinctly.	X		A+I+P
Ability to tailor communications to be inclusive and resonate with a diverse workforce.	X		A+I
Skills to lead projects and work collaboratively with different teams, fostering a positive work culture.	X		A+I
Strong organisational skills to handle multiple projects and initiatives simultaneously ensuring timely and effective execution.	X		A+I
Ability to leverage technology to streamline communication processes and improve reach.	X		A+I
Proficiency in digital communication tools and platforms, including social media, content management systems, and email marketing software.	X		A+I
Proficient in using intranets, social media, email platforms, and other digital tools to enhance internal communications.	X		A+I
Strong interpersonal and listening skills to effectively engage with staff at all levels and understand their communication needs.	X		A+I
Experience in building relationships with key internal stakeholders to ensure communication strategies are integrated and effective.	X		A+I
Preparedness to manage communication during crises, maintaining transparency.	X		A+I

Ability to quickly adapt communication strategies in response to changes within the organisation or external environment.	X		A+I
Ability to develop a deep understanding of the Methodist Church's mission, values, and objectives to ensure alignment in all communications.	X		A+I
Personal Qualities			
Demonstrates an understanding and is supportive of the work and mission of the Methodist Church	X		A+I
Knowledge of or desire to learn about national church governance processes		X	A+I
Proven ability to work collaboratively with colleagues, and others, including volunteers, throughout the Methodist Church	X		A+I
Professional and positive approach, with a commitment to professional development and self-improvement	X		A+I
Demonstrate awareness of, and sensitivity to, issues of equality, diversity and inclusion and a commitment to the unique value of the individual in all aspects of the Church's life	X		A+I
Understanding of the diverse needs and perspectives of employees, ministers, and volunteers.	X		A+I

Method of Assessment: A – Application Form; I – Interview; W – Written exercise; P – Presentation; G – Group exercise; Q – Proof of qualification (certificates or transcripts)
(We reserve the right to assess any other aspects of the role in a format not previously described)

TERMS AND CONDITIONS

Health and Safety:	The post holder will be subject to the Methodist Council's Health and Safety policy						
Equal Opportunities:	The post holder will be subject to the Methodist Council's Equal Opportunities policy						
Physical Conditions:	Open plan office accommodation						
Remuneration:	£38,000 per annum						
Hours of Work:	<p>5 days per week</p> <p>The normal hours of work will be from 9.00am to 5.00pm with an hour for lunch.</p> <p>A flexi-time scheme is in operation, core-working hours are 10:00am to 12 noon and 2:00 pm to 4:00 pm. With the prior agreement of the line manager, the working day may commence from 8:00 am and will finish no later than 6:00 pm. The flexi-time policy should be referred to for further information. Some flexibility in working hours may be required due to the nature of this post and the work of the area of the Connexional Team. Payment for overtime is not given but employees are entitled to time off in lieu by arrangement.</p>						
Holiday Entitlement:	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%;">During the first to fourth years</td> <td style="text-align: right;">25 days</td> </tr> <tr> <td>During the fifth to ninth years</td> <td style="text-align: right;">28 days</td> </tr> <tr> <td>During the tenth and subsequent years</td> <td style="text-align: right;">30 days</td> </tr> </table> <p>In addition, Bank Holidays and an extra three days at Christmas and New Year.</p>	During the first to fourth years	25 days	During the fifth to ninth years	28 days	During the tenth and subsequent years	30 days
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During the fifth to ninth years	28 days						
During the tenth and subsequent years	30 days						
Sick Pay:	Entitlement in accordance with the Methodist Council's terms and conditions of employment						
Pension:	There is a pension scheme that all eligible lay employees will be auto-enrolled on to. Employees who do not meet the auto enrolment criteria are eligible to join the scheme subject to certain provisions.						
Probationary Period:	Appointments for lay employees are made subject to the satisfactory completion of a probationary period, normally six months.						
Season Ticket:	Season ticket loans are available after the satisfactory completion of the probationary period.						