

Job description

Job title:	Internal Communications Manager
Reporting to:	Senior Internal Communications Manager
Salary:	Competitive, plus excellent benefits Permanent
Grade:	Level 15

Hours per week: Full time team members work 37.5 hours per week, and with hybrid working those hours can be done any time between 7am – 7pm. Core working hours are 10am – 3pm. For this role we would need 2 days per week in the office, in line with our hybrid working framework.

The Health Foundation

We are an independent charity committed to bringing about better health and health care for people in the UK.

Our aim is a healthier population, supported by high quality health care that can be equitably accessed. We learn what works to make people's lives healthier and improve the health care system. From giving grants to those working at the front line to carrying out research and policy analysis, we shine a light on how to make successful change happen.

We make links between the knowledge we gain from working with those delivering health and health care and our research and analysis. Our aspiration is to create a virtuous circle, using what we know works on the ground to inform effective policymaking and vice versa.

We believe good health and health care are key to a flourishing society. Through sharing what we learn, collaborating with others and building people's skills and knowledge, we aim to make a difference and contribute to a healthier population.

Communications Directorate

The Communications directorate helps to ensure that the Health Foundation's work and messages are heard by the outside world, encompassing public affairs, media, marketing and the Foundation's website.

The directorate is split into 4 teams: Content and Marketing, External Affairs, Business Enablement, and Internal Communications. These teams work collaboratively to build a strong identity and reputation for the Foundation, shaping products and programmes that people want and need, and forming persuasive ideas for policymakers and key stakeholders in the health and healthcare sectors.

Purpose of the Role

This post is based within the internal communications team. The Internal Communications Manager reports directly to the Senior Internal Communications Manager, working collaboratively with cross-functional teams, and senior leadership teams to create a transparent, well informed, and engaged workforce. The role entails the delivery of effective communication plans and activities to reinforce the Foundation's key messages with its people.

The Internal Communications Manager will demonstrate excellent stakeholder management skills to effectively build and maintain various working relationships with key stakeholders at all levels across the Foundation.

The Internal Communications Manager will display effective professional acumen to deliver high quality planning and communication skills, with a passion for great internal communication and engagement, along with a track record of driving impactful results.

Key Responsibilities and Outcomes

- Proactively manage the delivery of the internal communications strategy, creating and developing effective communication plans and information-sharing tactics regarding the Foundation's organisational priorities.
- Exhibit the ability to 'think big' whilst paying attention to detail; making sure that everyone at the Foundation feels well informed, connected, and inspired to fulfil their roles in delivering the Foundation's mission and strategic priorities.
- Take ownership of the internal communications content plan, creating content that supports the delivery of the internal communications strategy and shaping content as appropriate across different channels to keep employees engaged and connected to the wider organisation and each other.
- Effectively manage and develop the available internal communication channels, including all-staff meetings, virtual and live events, digital channels (SharePoint intranet and e-newsletters), our employee social network (Viva Engage) and senior leader / line manager specific communication.
- Take responsibility for the evaluation of our internal communication channels to assess, measure, and manage the resulting impact.
- Lead the development, management, and governance of the Hub (the Foundation's Sharepoint intranet) to ensure it provides the information and functionality colleagues need, including:
 - Day to day management and oversight of the Hub, along with the implementation of all Hub improvement projects.
 - Leading the Hub champions network, providing ongoing support and professional expertise to this stakeholder group.
- Demonstrate digital proficiency as well as a willingness to learn and embrace new technologies as they emerge.

Internal Communications Strategy

- Work in conjunction with the Senior Internal Communications Manager to contribute to the development and implementation of the internal communications strategy.

- Deliver expert communications and engagement advice on organisational development and change projects in line with the priorities set out in the internal communications strategy and annual business plan.
- Support the internal communication processes and capability across the organisation, including delivering training and high-quality information materials.

Stakeholder Management

- Actively build and maintain strong relationships with key stakeholders across the Foundation, including the Chief Executive Officer and Director Team.
- Work in close partnership with the Corporate Services directorate to support organisational wide change management projects and the People Team to support employee engagement initiatives and activities.
- Advise and support the Foundation's senior leaders to share strategic and operational updates that keep colleagues connected to the Foundation's priorities and strategic plans.

Employee Engagement and Improvement

- Measure and evaluate the impact of our internal communication channels, systems and campaigns at key intervals, and report back to designated key stakeholders as appropriate to help drive improvement and new ways of working.
- Work collaboratively with the Internal Communications Officer to feedback employee voice and using the acquired insight to shape future enhancements with the aim of continually improving communications across the Foundation.
- Demonstrate proficiency using a suite of M365 tools including MS Teams, Sharepoint and Stream, proactively seeking new ways to refine and improve our channels.
- Participate in wider conversations to keep the organisational strategy alive, linking internal communications initiatives to the Foundation's wider organisational strategy; generating and supporting workable ideas aimed at inspiring and engaging diverse colleagues across the Foundation.

Wider Contribution

As with other staff at the Foundation, the postholder will be expected to contribute to corporate activities and initiatives, such as staff meetings, cross-Foundation leadership and development programmes and other corporate projects as necessary. The postholder will similarly be expected to play a role in supporting and helping to develop the team to enable it to improve its effectiveness.

The post holder will at all times aim to embed our key behaviours – Working Together, Achieving Impact, Discovering and Learning – in all aspects of their day-to-day delivery in the role.

We value equality, diversity and inclusion, and welcome applications from different backgrounds. We are also committed to making reasonable adjustments for candidates who have accessibility requirements.

Candidates should have the right to work in the UK at the time of appointment.

Person specification

Criteria	Assessment (CV/SS- Shortlist, T- Test, I- Interview)	Essential Desirable (E/D)
Commitment to diversity and inclusion - A commitment to using internal communication to support diversity and inclusion at the Foundation.	CV/SS, I	E
Discovering and learning – able to identify and develop solutions to complex multi-faceted challenges.	CV/SS, I	E
Working together - able to work collaboratively and develop good working relationships with people from across the organisation and externally, at all levels.	CV/SS, I	E
Achieving impact - a first class track record of developing and implementing internal communication campaigns and activities for a variety of organisations.	CV/SS, I	E
Demonstrable professional experience in a similar role working within an internal communications function.	CV/SS	E
A degree or relevant professional qualification.	CV/SS	D
Experience of developing / managing an internal communications strategy.	CV/SS, I	E
Experience of day to day management of a SharePoint intranet.	CV/SS, I	E
Has successfully managed an intranet transformation project.	CV/SS, I	D
Has experience of using an employee social network and other digital tools to drive engagement within an organisation.	CV/SS, I	D
Excellent written communication skills, with a strong eye for detail and ability to write and edit for different audiences and develop compelling key messages.	CV/SS, I	E
Strong verbal communications skills with the ability to clearly communicate with and motivate a range of internal stakeholders.	CV/SS, I	E
The ability to work at a fast pace and manage a wide range of competing priorities in a high pressure and sometimes ambiguous environment.	CV/SS, I	E
Excellent organisational skills – with both the skills to plan ahead but also the ability to flex and work responsively.	CV/SS, I	E