

JOB DESCRIPTION

Job Title	Internal Communications Officer
Department	Influencing
Reporting to	Media Communications Manager
Line Manages	N/A
DBS check requirement	Basic
Location	Avonmore Road, London W14 8RR (with hybrid working)

Our vision

Every older person can afford to live well.

Our mission

We stand with older people in financial hardship, offering urgent help today, and shaping a fairer, more secure tomorrow

JOB PURPOSE

This role supports Independent Age's internal communications activity by ensuring staff and volunteers are informed, and engaged in, the organisation's activity so we can all work together to tackle poverty in later life.

Working closely with the Media Communications Manager, the post-holder will support internal communications and events across all areas of the charity to foster engagement and belonging throughout the charity.

KEY RESPONSIBILITIES

- Create engaging written internal communications to keep colleagues informed about activity across Independent Age and the wider sector, championing our brand and editorial guidelines, using accessible and plain English communications.
- Build strong relationships with colleagues at all levels across the organisation to learn about their projects and updates which need to be communicated more widely.
- Liaise with volunteer managers to coordinate regular and engaging communications for volunteers.
- Coordinate staff briefings by creating agendas, ensuring speakers understand their roles on the day and using the tech to support smooth running. And support the People team who lead on organising larger staff events.
- Suggest and help deliver, creative sessions to promote opportunities for discussion, feedback and celebration to create a true sense of engagement and belonging.
- Field the internal communications mailbox.
- Keep the intranet updated with timely information, including uploading articles and policies etc
- Produce proactive communication plans for staff and volunteers.

- Provide timely reactive support if an unexpected event affects the charity or our work e.g. a big political announcement, or a flood in the office.
- Support the Media Comms Manager and Head of Influencing if a crisis communications situation arises and staff need to be given information.
- Work with the IT team to develop and enhance internal digital communication channels.
- Ensure our internal communications echo and promote our EDI principles.
- Maintaining compliance and adherence with all processes to ensure good governance.
- Assist Independent Age's communications activities by taking on ad hoc tasks at the request of the Media Communications Manager as required.
- Evaluate and report on communications activity and engagement.

General Responsibilities

- Embrace diversity and share in our commitment to equality of opportunity and to eliminating discrimination.
- Model and embed Independent Age's values and behaviours.
- Share in our commitment to promoting welfare and safeguarding adults at risk of harm and any children or young people connected with them that we may come into contact with through our work.
- Ensure that information is obtained, used and stored in accordance with our Data Protection and Confidentiality policy.
- Undertake any other duties commensurate with the level of the role.

How We Work

At Independent Age, we live by our values and EDI principles.

Our **values** are:

- trusted – a culture based on reliability and mutual respect
- empowering – an inclusive approach that helps people to thrive
- transformative – a commitment to meaningful, intentional change towards shared goals

To put our **EDI Principles** into practice, we will:

- challenge inequality
 - celebrate diversity
 - foster belonging
 - lead by example
 - promote equity of opportunity
 - embed EDI in planning and delivery
 - be led by the evidence to inform action
 - be transparent and accountable
 - use our influence to be a champion/ally
 - commit to continuous improvement
 - promote diverse representation and participation
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PERSON SPECIFICATION

- A demonstrable passion for, and affinity with, our cause.
- Exceptional written skills, with experience of writing engaging, inclusive and accessible copy for emails, intranet articles and other forums.
- Strong attention to detail, consistently producing accurate work and identifying errors.
- Strong verbal communication skills, with the ability to build rapport with a wide range of stakeholders at all levels.
- Demonstrable experience of using a variety of communications channels, including using intranets and uploading content.
- Excellent organisational skills, with the ability to prioritise tasks and deliver to deadlines and simultaneously manage multiple projects.
- Ability to work collaboratively, working with a range of stakeholders to develop content
- An understanding of event coordination and the factors that need to be considered when planning an event or activity for staff and/or volunteers.
- Ability to work on own initiative and deliver credible, professional work to a high standard and often under pressure.
- Broad knowledge and awareness of the best practice and emerging trends in internal communications with the ability to apply that knowledge to make our internal engagement engaging and creative.
- Strong IT skills including use of Microsoft Office packages.