

# RECRUITMENT PACK

INTERNAL COMMUNICATIONS OFFICER

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# JOB DESCRIPTION



# KEY INFORMATION



## Job Title and Code

Internal Communications Officer  
BDCH6385



## Department/Team

Communications Team



## Location

Battersea London - Hybrid



## Salary & Grade

£21,041 per annum, based on a full time equivalent of £35,069 per annum  
Band D



## Hours

35 hours per week, but we're always happy to discuss flexible working, part time hours and job share arrangements



## Duration

Fixed-Term (6 Months)

# ABOUT THE ROLE

This role plays an important part in helping colleagues across Battersea stay informed, connected and engaged with the work we do for dogs and cats. As Internal Communications Officer, you will support the delivery of day-to-day internal communications activity across a range of channels, helping ensure staff, volunteers and trustees have access to clear, timely and engaging information.

You will contribute content across multiple internal platforms, including producing Battersea's weekly internal newsletter and supporting the ongoing development of Pawtal, our staff intranet. The role also involves helping colleagues across the organisation manage their own content, offering advice and support to ensure information shared with staff is clear, consistent and aligned with Battersea's priorities.

You will also support the delivery of internal engagement activity, from large-scale events such as Town Halls, roadshows and our End of Year Highlights event, to smaller sessions that showcase the work of teams across the organisation. Alongside this, you'll assist with CEO video communications, coordinating filming and helping bring senior leader messages to life.

Working closely with the Internal Communications Manager and Internal Communications Specialist, you'll also help monitor how our communications are performing by gathering feedback from staff and analysing engagement data to support continuous improvement.

This is a varied role suited to someone who enjoys working collaboratively, managing multiple priorities and creating communications that help colleagues feel informed, included and connected to Battersea's mission.

# RESPONSIBILITIES

	Estimated % time
Monitor the internal comms inbox and ensure a swift response to all enquiries.	10%
Deliver a range of planned internal communications activity across channels, contributing content in line with agreed priorities and editorial direction from the Internal Communications Specialist, to keep Battersea staff and volunteers at all centres informed and engaged with the organisation.	30%
Produce and issue the charity's weekly internal newsletter to go out to all staff, volunteers, and Trustees.	20%
Support the Internal Communications Manager with the ongoing development of Pawtal, our staff intranet including helping to train, advise and support colleagues across the charity to manage their own content.	20%
Support on the logistics and content creation for internal engagement events, from large-scale moments such as the End of Year Highlights event, Town Halls and roadshows, to smaller, focused sessions designed to help teams share their work, working with colleagues to distil key messages and bring priorities to life.	10%
Support the Internal Communications Specialist with the delivery and logistics of CEO video communications, including coordinating filming arrangements, supporting filming and editing, liaising with colleagues featured in videos, and helping ensure content is delivered smoothly and on time, gaining experience of senior leader communications delivery.	10%
Meet regularly with teams such as Learning and Development and Volunteering & Fostering, ensuring that Battersea staff and volunteers are kept informed of key Battersea news and developments. Advise on internal communications best practice to ensure that messaging across the organisation is consistent.	5%
Support the Internal Communications Specialist to monitor and evaluate the effectiveness of internal communications activity, gathering feedback through polls, surveys, staff groups, such as Battersea Matters and inclusion networks.	5%

Produce analysis and summaries to inform learning, improvements and reporting, and suggest improvements and present to internal colleagues where appropriate.	
Attend the Battersea Matters staff forum, Battersea staff inclusion networks & Social Committee to represent internal communications, understand internal communications issues, and suggest solutions. Help promote the group and its discussions to all staff.	<5%
Take an active role in your own professional development, keeping up to date with internal communications best practice, attending relevant training and development opportunities, and applying learning to improve internal communications at Battersea.	<5%

The above job description is intended to be an outline of the duties and responsibilities for this role. This is not an exhaustive list, and it is likely to change over time. You may be expected to undertake other duties that are commensurate with this role and grade.

# PERSON SPECIFICATION

## ESSENTIAL

- Proven experience of internal communications within a complex, geographically dispersed organisation.
- Proven experience of planning and delivering innovative and creative internal communications campaigns with a limited budget.
- Strong digital skills with proven experience of working with CMS, Intranet platforms, social media, and design, web, video, or photo editing software to create engaging internal communications.
- Proven experience of working constructively and collaboratively with colleagues from different teams including senior managers.
- Excellent written English, highly numerate and advanced user of MS Office and other IT Systems.
- Experience of communicating clearly with the ability to adapt your communication style for different people as appropriate.
- Experience of dealing with sensitive issues with empathy and resilience.
- Proven ability to manage a high workload and multiple priorities whilst meeting deadlines.

## DESIRABLE

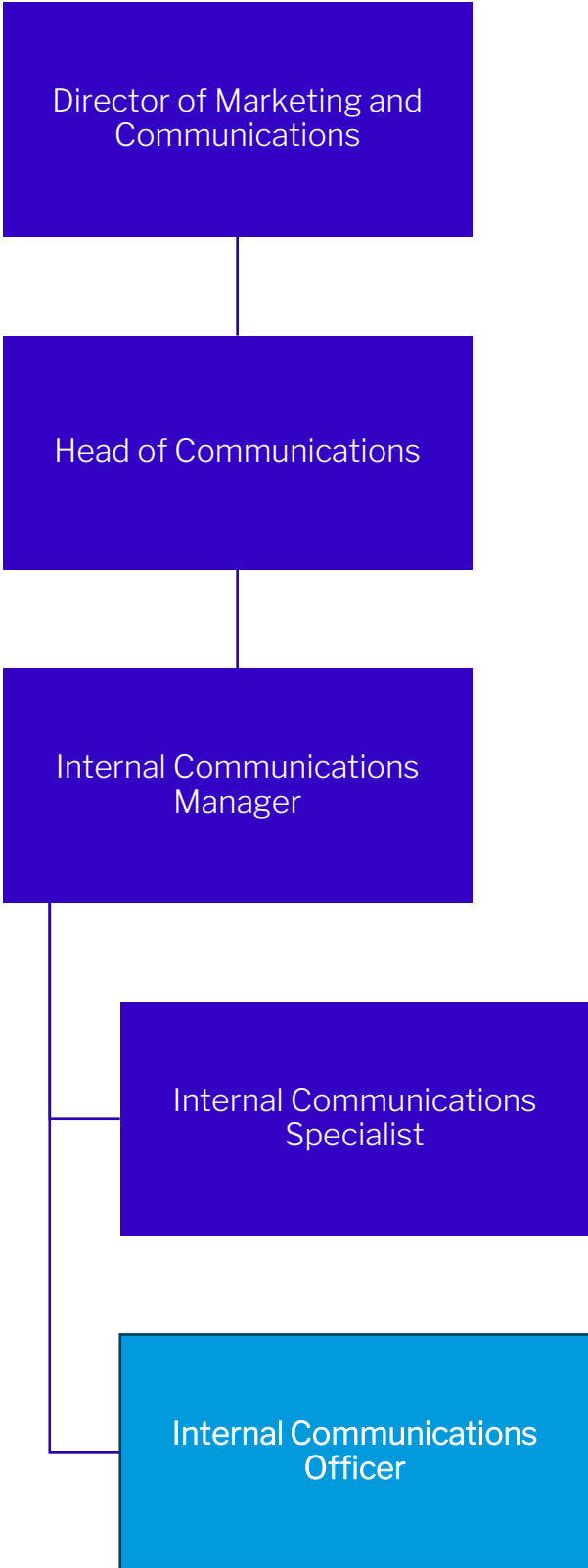
- Understanding of the charity sector
- Speaking skills and experience of delivering presentations or training
- Photography, video editing and design skills.



## HYBRID WORKING POLICY

We operate a hybrid working policy, with our office-based teams splitting their time between site based and home working. We believe this enables our office-based colleagues to maintain the benefits of home working, while allowing for collaboration and interaction with our animal-facing colleagues and maintaining a connection to our cause. As such, you'll be expected to work in our Battersea office for at least 50% of your working week.

# POSITION IN THE TEAM



# **YOUR APPLICATION**



# KEY DATES



## Closing Date

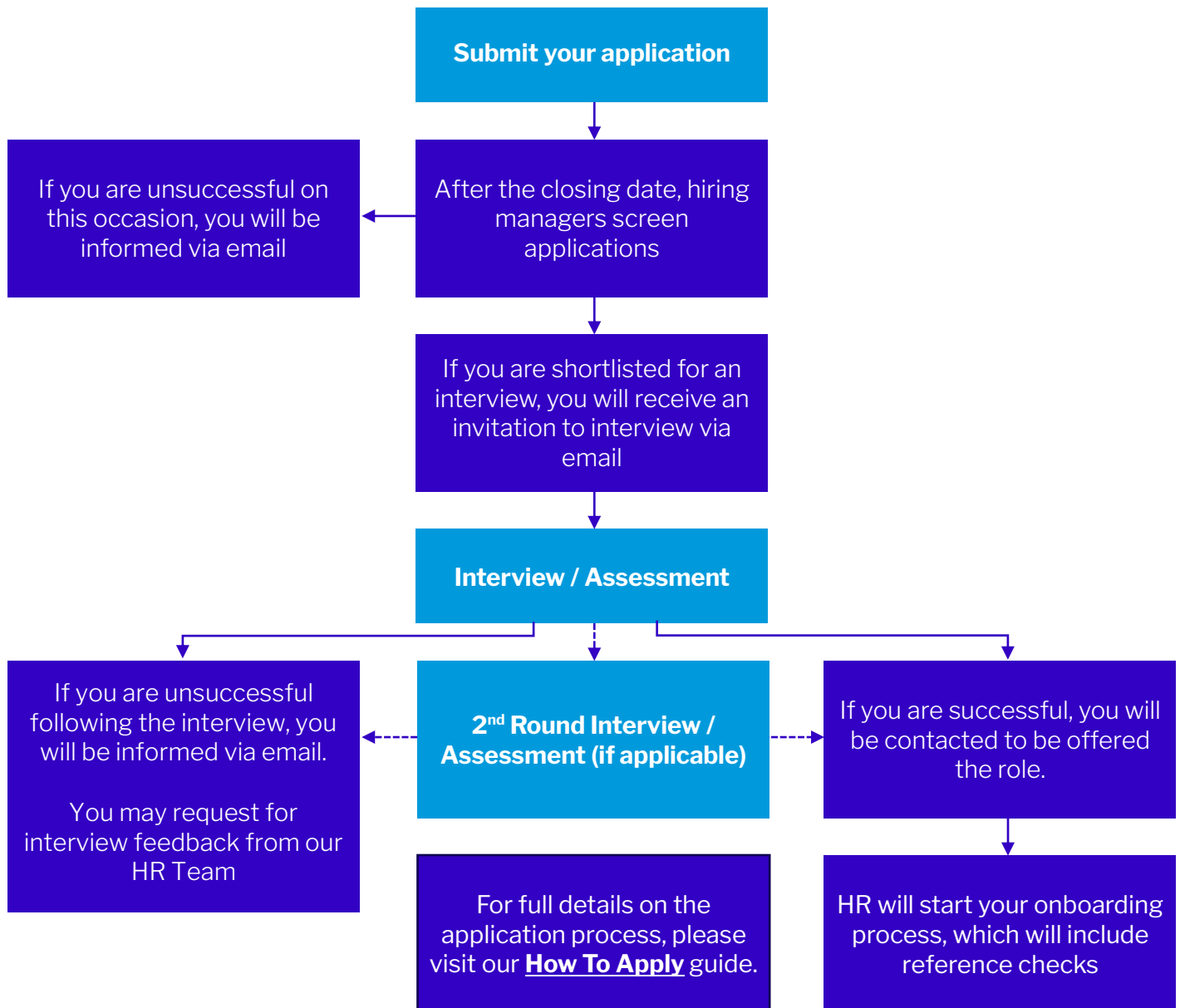
14<sup>th</sup> May 2026



## Interview Date

w/c 25<sup>th</sup> May 2026

# APPLICATION PROCESS





# COMPLETING YOUR APPLICATION

The information below is provided to support you with completing your application.

Our application forms will ask you for:

- Employment History
- Educational History (which is non-mandatory)
- A supporting statement of no more than 1000 words and/or
- Responses to short-answer questions

The statement and short-answer responses are a very important part of your application. This is your opportunity to showcase your knowledge, skills and experience, and how this relates directly to the person specification for the role.

Please provide specific examples where possible and demonstrate your key achievements. You might also consider referencing Battersea's key values in your application (for more on these values, please see the 'Life at Battersea' document).

Once your application is complete, we encourage you to provide your diversity monitoring information. Whilst this is entirely voluntary, completing this information will form part of an anonymised data set to help us understand, measure and take action to ensure our processes are inclusive. Your information will remain confidential, be held in line with GDPR requirements and will not be used to determine whether you are shortlisted for any role(s) you apply for.



# ACCEPTABLE USE OF AI

At Battersea, we value expertise. We recognise each candidate that applies to us will have a range of expertise they can offer us, so we want to hear about this in your own words. We understand the support that generative artificial intelligence (AI) software can offer but it can also lead to numerous applications presenting as generic and impersonal. This makes it difficult to gain understanding of your unique experience.

To best showcase yourself, we encourage you to write your responses without the assistance of AI. If you require the use of AI software to aid in completing your application, we ask you use the generative responses as a prompt for writing your answers and avoid copying and pasting. You must also ensure the information presented in your application accurately reflects your experience.

If you are successful to the interview stage of the recruitment process, we ask that you follow the below guidelines on the use of AI at interview stages:

Acceptable use:

- Researching sector trends, company information, or general interview tips
- Practicing interview questions with AI tools to improve communication skills
- Using AI to support with structuring your responses

Please do not:

- Submit AI-generated responses as your own during the interview
- Use AI to impersonate or misrepresent your experience or skills
- Use AI tools during real-time interviews



# DIVERSITY AND INCLUSION

## OUR COMMITMENT

We are committed to providing a welcoming and inclusive experience for all employees, volunteers and trustees and those hoping to join us. We operate an anonymised shortlisting process and actively seek to ensure our process is fair and equitable for all.

We understand the value of diverse voices, perspectives, and experiences to help us deliver even more for our dogs and cats, and we welcome applicants from all sections of the community.

## WORKPLACE ADJUSTMENTS

As a Disability Confident Committed Employer, we will also ask about any adjustments you may need at the application and/or interview stage. And, if you are offered a role with us, we'll talk to you about any workplace adjustments you may need to help you perform at your best. If you would like to talk more about this, please contact 020 3887 8341 or email [jobs@battersea.org.uk](mailto:jobs@battersea.org.uk)

# REQUIREMENTS FOR WORKING AT BATTERSEA

Please note that all offers of employment require:

- References deemed satisfactory by Battersea
- Proof of eligibility to work in the UK. For details on which documents can be used to certify your right to work, please refer to [Prove Your Right to Work](#)
- Candidate to be at least 18 years old of age at the start of the employment

## DATA PROTECTION

The information you provide in your application will be used by Battersea Dogs and Cats Home to assess your suitability for the role you have applied for.

Any special category information (such as information relating to ethnicity or sexual orientation) you choose to provide will only be used by Battersea to monitor and report on diversity and equality of opportunities. The provision of this information is entirely voluntary and will not be used in determining whether you are shortlisted for the role you have applied for.

Further information about how we protect and use your personal data is set out in our [Job Applicant Privacy Notice](#) or contact our Data Protection office at [DataProtection@battersea.org.uk](mailto:DataProtection@battersea.org.uk)



# BATTERSEA

HERE FOR EVERY DOG AND CAT

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**BATTERSEA DOGS & CATS HOME**

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Battersea is a charity registered in England and  
Wales (206394)

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Patron HRH The Duchess of Cornwall GCV  
President HRH Prince Michael of Kent GCV

