Job Description – Manager, Internal Communications and Engagement

About the Role
You will be responsible for leading and developing the Internal Communications and Staff Engagement Strategy for Academic Services.
You will also play a key part in promoting understanding of Academic Services to internal and external stakeholders.

Key Responsibilities
Main duties will include:

- Draft and maintain the Academic Services Internal Communications and Staff Engagement Strategy.
- Support the execution and delivery of the Internal Communications and Staff Engagement Strategy across Academic Services.
- Plan, develop and maintain the infrastructure for internal communications and staff engagement, exploiting applications such as Yammer and blogs.
- Lead, manage and contribute to staff event planning with internal and external stakeholders.
- Plan, develop and implement the production of PowerPoint presentations, briefing packs, infographics and other content which explains the work of the Unit to a variety of stakeholders.
- Communicate key messages from the Director, Academic Services and the wider University through appropriate channels, including the editing, managing and delivery of the ‘From the Academic Services Leadership Team’ e-Newsletter for staff.
- Manage the Academic Services Intranet and SharePoint presence, liaising with and supporting relevant Unit colleagues to ensure accuracy and integrity of the content.
- Utilise network opportunities across Academic Services and the wider communications community to champion communication, consultation and dialogue, including supporting and servicing events and other activities.
- Manage the collection of staff feedback through devising online surveys and maintaining mailboxes.
• Contribute to supporting and implementing institutional change across Academic Services.

• Undertake any other duties as may be required by the Head of the Office of the Director, Academic Services.

Skills and Experience

Essential

• Experience of developing, implementing and managing effective and timely internal communications in a large organisation.

• Ability to write high-quality, impactful, engaging and accessible copy for different audiences and using appropriate channels, conveying key points clearly and concisely, with excellent proof-reading and editorial skills, and attention to detail.

• Proven experience of editing and managing online content and managing web content via content management systems, for example SharePoint.

• Experience of organising, chairing, and facilitating meetings/conferences/workshops/events with multiple stakeholders.

• Excellent interpersonal, communication, presentation and networking skills, communicating with confidence and gravitas at all levels, adjusting communication style to the needs of the audience and proactively building productive working relationships.

• Ability to plan and organise workload, taking a methodical approach, yet flexible in adapting to changing requirements.

• A flexible and constructive approach to working on a range of different activities and changing requirements in a dynamic environment.

• Proven track record of delivering to agreed timescales and briefs.

• Experience of working independently and within a team.

• Excellent ICT skills and commitment to developing proficiency in the use of new ICT tools, communication methods and online working practices to ensure and recognise delivery has the best impact.

Desirable

• Awareness of the general Higher Education environment.

• Experience of influencing staff without formal line management authority.