Senior Manager Internal Communications

About the Role

This is an exciting opportunity to join Academic Services as it enters into a new phase of its organisational structure.

As the Senior Internal Communications Manager, you will play a key role in leading and delivering the Academic Services communications strategy to inform and engage stakeholders both within Academic Services and across the university.

Working closely with the Academic Services Senior Team and the University Leadership and Change Communications team, you will advise on and develop communication plans for ongoing strategic change initiatives ensuring that these motivate, inspire, inform and engage colleagues. You will also lead the day-to-day running and delivery of Internal Communications and Engagement within Academic Services.

Key Responsibilities:

• Work with the Director, Academic Services and Senior Leadership team to create and manage key messages for core audience groups. Maintain a professional link to the Head of Leadership and Change Communications to ensure collaboration and consistency of messaging.
• Lead and develop the overall Academic Services Internal Communication and Staff Engagement strategy.
• Support and uphold the editorial integrity of core communication channels including intranet, staff newsletters, information screens and staff engagement events.
• Provide advice, guidance and practical support for business as usual and strategic change communications. Including:
  o Leading on the design and implementation of a communications plan.
  o Supporting Senior Managers in their leadership of change initiatives.
  o Communicating to multiple audiences with varying information requirements.
  o Liaising with colleagues across the unit to prepare proactive and reactive communications for all stakeholder audiences.
  o Managing and mitigating communication risks.
  o Monitoring and evaluating communication initiatives through formal and informal means, and identify and implement improvement initiatives.
• Ensure, through good management, that the Academic Services Internal Communications and Engagement service fully supports the needs of the Unit.
• Lead, develop and line manage the Manager, Internal Communications and Engagement.
• Undertake any other duties as may be required by the Head of the Office of the Director, Academic Services.
Skills and Experience

**Essential:**

- Exceptional all-round communication skills, both written and interpersonal.
- Significant experience of autonomously developing and delivering multiple internal/change communication projects, which have involved:
  - Engaging with multiple stakeholders.
  - Acting in an advisory capacity to senior management.
  - Delivering impactful campaigns across a range of channels.
  - Influencing and relationship building.
- A flexible and creative approach to problem solving, particularly where there are time pressures.
- Experience of developing an overarching communications strategy in a large organisation.
- An ability to build and maintain relationships with team members and key stakeholders and communicate with confidence and gravitas at all levels.
- Ability to lead and manage a team.
- Experience of organising, chairing, and facilitating meetings/conferences/workshops/events with multiple stakeholders.

**Desirable**

- Awareness of the general Higher Education environment.
- Relevant qualification in communications.