



Job description

Post title: Communications Officer

Reporting to: Communications and Engagement Manager

Salary: NHS Agenda for Change Band 6 (fixed term contract for 18 months)

Location: 30 Euston Square, London, NW1 2FB

Hours: 37.5 hours per week

Start date: As soon as possible

Organisation profile

Imperial College Health Partners (ICHP) innovates and collaborates for a healthier population.

We turn the potential of innovation into reality to help solve our partners' pressing challenges by collaborating across the health sector.

By connecting a unique network of health experts we can accelerate the adoption and spread of innovation amongst our member organisations.

We are a partnership organisation bringing together NHS providers of healthcare services, clinical commissioning groups and leading universities across North West London. We are also the designated Academic Health Science Network (AHSN) for North West London.

For more information please visit www.imperialcollegehealthpartners.com

Job Summary

The Communications Officer is an important role within ICHP as the post holder will provide expert communications support to communications and engagement team and wider organisation.

Specifically, the post holder will have responsibility for supporting the day-to-day management of ICHP's communication channels, taking a lead on content for digital and social channels, leading on internal communications, managing the customer relationship management system and acting as the communications lead for key corporate events.

The role will also provide expertise in brand management, copy writing and design as well as website management.

Key responsibilities

Duties include but are not limited to:

Communications

- Support the communications team and colleagues across ICHP in the content production, design and distribution of communications materials, e.g. staff communications, corporate literature, flyers, newsletters, marketing materials
- Proactively research and write news stories and articles promoting the work of ICHP to be published across our channels
- Lead on the development and improvement of the monthly stakeholder bulletin 'SnapShot'
- Review requests to communicate within ICHP and to its partners, editing content and agreeing final messages with the relevant project lead and the Communications and Engagement Manager
- Provide a professional and helpful first point of contact for queries on any issues relating to ICHP's communications and engagement activity
- Lead on maintaining and monitoring the branding and visual identity of ICHP; ensuring all materials are of high quality and in line with corporate style.

Digital communication channels and social media:

- Lead the day-to-day management of ICHP's core digital communication channels, including website, social media channels and our mailing software
- Proactively review, renew and update website and social content as required, writing new content such as news stories and ensure content reflects key themes and activities of the company and partners
- Provide advice and guidance on video projects, including some editing and design support
- Manage and update social media feeds with news, comment on relevant stories and other updates as requested

Internal communications:

- Lead on the development and distribution of the weekly ICHP internal bulletin

Event management:

- Act as the key contact in the team for organising large corporate events, including engagement events and workshops, seminars, and conferences in partnership with national bodies

- Prepare presentation material for key corporate meetings and events
- Provide advice and guidance to teams in creating professional-standard events, including training and ensuring implementation of the events toolkit, including a system of evaluation of events and tracking feedback received to learn about successes and weaknesses of events for future planning
- Support the organisation and management of joint events with external organisations.

General:

- Support the wider activities of the ICHP communications and engagement team
- Respond to emails from all partners and team members and keeping colleagues updated on progress on actions that may be outstanding or where an extension in timescale for completion may be required
- Undertake preparation of documents including letters, reports and email correspondence, some of which may contain information which is highly sensitive and confidential in nature
- Work closely with communications teams in partner organisations, maintaining close working relationships.

Job details

The Communications Officer will report to the Communications and Engagement Manager and work closely with the Director of Communications and Engagement.

The role is a full-time, 18 month fixed-term contract or secondment. The remuneration for this post is in the region of £26,000 - £35,000 pro rata, depending on skills and experience.

Personal specification

Education Qualification

Essential: Educated to degree level or equivalent experience

Experience

- Competent use of digital communications (website/intranet CMS, email, social media for business)
- Experience of design in a communications/marketing setting
- Events planning and coordination
- Experience of writing targeted messages and information for different audiences

- Experience of writing for both printed and digital communications
- Experience of researching and writing news stories

Skills

- Advanced level of working with Windows packages including Microsoft Office to produce reports, letters, presentations, spreadsheets and email correspondence
- Excellent written and verbal communication skills with the confidence to communicate effectively with different audiences
- Ability to use online packages to create and implement designs for print and online media
- Excellent organisational skills relating to document filing, electronic database maintenance and ability to efficiently deal with large amounts of emails
- Ability to prioritise workload effectively within a fast paced environment and work to strict deadlines using a systemic approach
- Ability to work accurately with attention to detail
- Ability to work as part of a team and establish and maintain good working relationships
- Ability to work autonomously without supervision, making decisions or requesting management support as appropriate
- Ability to organise and prioritise workload using own initiative
- Ability to work effectively under pressure and to tight deadlines

General

- Commitment to the aims of ICHP to improve the health of local people
- Good telephone and emailing manner and able to take responsibility for resolving enquiries where appropriate

Essential

- Educated to degree level
- Experience of working in healthcare
- Experience of multidisciplinary team working or working in health services
- Knowledge of website development, SEO and social media