



JOB DESCRIPTION

Department:	Chief Operating Officer's Office
Job title:	Engagement & Internal Communications Manager
Responsible to:	Chief Operating Officer
Hours:	Between 28 – 36hrs per week (0.8FTE to 1FTE)
Term:	Permanent
Salary:	£38,017 per annum (based on the full time amount)

Job Purpose

To develop, deliver and execute a proactive internal communications and engagement strategy that informs and includes both staff and students in the University's key strategic priorities and initiatives.

Main Duties & Responsibilities

Staff Communication & Engagement

- Develop and implement an internal communications strategic plan for the University with the aim of improving and enhancing communication channels. Ensure suitable evaluation and monitoring is in place to track the effectiveness of the plan.
- Develop and improve internal communication channels across the University, working with Marketing and Technology Services to enhance or change these where possible.
- Write and edit internal communications copy as requested, including the staff newsletter and advise on internal campaigns requiring a University wide focus.
- Develop and implement guidelines for a consistent and recognisable branded style for internal communications.
- Manage the planning and execution of internal staff engagement events, including staff award ceremonies, Christmas celebrations, Leadership Days and VC reports (town hall meetings) etc.
- Ensure suitable mechanisms are in place to allow for effective communications across departments, as well as upwards throughout the University, providing staff with the opportunity to give valuable feedback.

- To help build a culture of trust and openness encouraging honest feedback from staff.
- Work closely with the HR department, to support the key staff initiatives within the People Strategy to enhance the sense of community, health & wellbeing of staff, University values and developing a positive leadership culture.
- Support the Diversity & Inclusion staff group in promoting St Mary's community calendar of events and network activities, which support the community ethos across the University.
- Work closely with the Marketing and Communications team to ensure a seamless connection between internal and external communications and brand style.
- Support in the development, distribution, analysis and action planning of the staff and check-in pulse survey's
- Evaluate the success of internal communications campaigns and use data and research to improve communications techniques and strategies.

Student Communication & Engagement

- Work with teams across the University, including the Students' Union, on developing and tracking an annual student communications plan in support of the institutional approach to the National Student Survey.
- Work closely with the Director of Student Operations and others, to assist and occasionally lead, the planning and execution of University wide student engagement events or projects with a focus on engagement and feedback.
- Develop ongoing mechanisms that enable students to give valuable feedback.

Other Duties

- Design and implement internal communications plans for key strategic projects as requested by Chief Operating Officer.
- Undertake any other activities, as reasonably requested, by the Chief Operating Officer.

Person Specification

Knowledge & Qualifications	Essential	Desirable
Undergraduate Degree or equivalent experience	✓	
A proven track record of successfully developing and implementing engaging internal communications strategies within a medium sized complex organisation.	✓	
Experience of measuring the effectiveness of internal communications and associated strategies.	✓	
Demonstrable experience in developing engagement strategies at both organisation and project level.	✓	

Experience of engaging and influencing senior managers within an organisation	✓	
Experience of advising senior managers on communication and engagement issues relating to change programmes	✓	
Knowledge of the UK Higher Education sector		✓
Skills and Competencies	Essential	Desirable
Ability to analyse problems and to communicate these in meaningful ways to different audiences	✓	
Highly developed interpersonal and communication skills	✓	
Strong face to face and written communications skills, and is comfortable influencing at a senior level	✓	
Ability to develop and maintain strong networks across a wide range of stakeholders, internally and externally	✓	

St Mary's University reserves the right to change and amend this job description/person specification in accordance with the changing requirements of the organisation.