Job Description

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| Job title: | Internal Communications Lead |
| Department: | HR |
| Location: | Remote with travel to sites and London Head Office as required |
| Reporting to:  (job title only) | HR Director |
| Direct reports:  (job title only) | None |
| Accountable to:  (where applicable) | HR Director |
| Hours and Salary | 12 Month FTC £38-44k per annum |
| Job Overview | The Internal Communications Lead will be responsible for the development and execution of VHG’s internal communications strategy. This role is crucial for ensuring that all internal messaging is clear, consistent, and aligned with the company’s goals. The lead will work closely with senior leaders and manage a team of communication specialists to foster employee engagement and strengthen company culture. |
| Key Responsibilities: | * ​​ **Develop and Implement Strategies:** Create and execute internal communication strategies and plans that align with VHG’s objectives. * **Content Creation:** Craft and distribute company-wide announcements, newsletters, and updates. * **Manage Communication Channels:** Oversee internal communication channels, including email, SharePoint/Viva Engage. * **Employee Engagement:** Organise and oversee internal events such as town halls and team meetings to promote engagement and company culture. * **Monitor Effectiveness:** Track and measure the effectiveness of internal communications and adjust strategies based on feedback. * **Collaborate with Teams:** Work with cross-functional teams to ensure consistent messaging and alignment with company goals. |
| Role and Responsibilities: | * Deliver continuous improvement of organisational communications, by seeking regular feedback and evaluating communications activities. * Support key business events within the scope of communication expertise. * Manage VHG internal communication channels, providing guidance on best use. * Advanced user of MS office and experience in SharePoint would be an advantage with a lens on being able to exploit this software for effective internal communication * Horizon scan to ensure best practice around communications is adhered to. * To access support and guidance from parent company communication colleagues as required.   **Equality Diversity & Inclusion (EDI)**  We are proud to be an equal opportunities employer and are fully committed to EDI best practice in all we do. We believe it is the responsibility of everyone to ensure their actions support this with all internal and external stakeholders.   * Be aware of the impact of your behaviour on others * Ensure that others are treated with fairness, dignity and respect * Maintain and develop your knowledge about what EDI is and why it is important * Be prepared to challenge bias, discrimination and prejudice, if possible, to do so and raise with your manager and EDI team. * Encourage and support others to speak up. |
| Clinical Governance:  (where applicable) | * To adhere to all VHG policies and procedures * To undertake all required training |
| Training and supervision: | * Monthly performance, wellbeing and developmentings * Company mandatory training schedule * Other training provided inline with agreed development needs |
| Additional information: | * Some travel including occasional overnight stays may be required |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** | * Public Relations/ Communications or other related/relevant Qualification or equivalent experience. | * Evidence of ongoing study towards further qualifications. |
| **Experience** | * 3 years communications experience. * Experience of setting up new communications systems and processes * Experience of developing and leading on a Communications strategy | * Communications within the healthcare sector. |
| **Skills/knowledge** | * Working under pressure and achieving tight deadlines. * Ability to work independently and as a member of the team. * Excellent interpersonal skills. * Confident to liaise with individuals at all levels in the business. * Attention to detail. * Time management. * Good interpersonal and communication skills, both orally and in writing with a firm command of the rules of grammar. * Microsoft Office suite – including Outlook, PowerPoint, Viva Engage, Teams, SharePoint etc * Understanding of accessibility. | * Basic understanding of healthcare sector. * Knowledge of specialist design or communications tools/software. |
| **Specialist training** | * n/a | * Data analysis. |
| **Personal competencies and qualities** | * Passionate about working in a communication. * Motivated and enthusiastic. * Flexible, adaptable and able to deal with change. * Confident to engage with individuals of varying backgrounds, seniority and roles. * Able to think creatively by generating and exploring ideas, working effectively with others to find solutions. * Willingness to learn. * Self-starter. |  |

# Version Control

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| Owner: | Human Resources | Review: | Annually | Classification: | 1 (Proprietary) |
| Author: | Human Resources | Version: | V1.1 | Status: | PUBLISHED |
| Date Published: | 03/12/2019 | Code: | TBC |  |  |

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| Version: | Date: | Summary of Changes |
| V1.1 | 03.12.19 | Document copied onto authorised VHG branded Policy Template (original had no coding) |
| V1.2 | 06/08/20 | Updated to include diversity and inclusion statement |
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