# Job description

**Job title:** Internal Communications Assistant

**Responsible to:** Internal Communications Manager

**Accountable to:** Head of Brand Communications

## Our Values

* Fulfilling Lives is our core purpose
* Every one of us makes a difference is the belief that drives us
* Caring, Passionate and Teamwork are the values that underpin everything we do

## Job Summary

The Internal Communications Assistant is responsible for supporting the Internal Communications Manager in the delivery of communications to all colleagues and related projects and campaigns. The role holder is responsible for administering the smooth running of the monthly internal communications calendar.

**Key Responsibilities**

* To support the internal communications programme with the scheduling and sending of regular communications such as our weekly operations update (iComms), monthly newsletter (Fulfilling Lives), monthly powerpoint update (cascade deck) and mobile communications (enboarder)
* To support the Internal Communications Manager by regular monitoring of each channel’s effectiveness and colleague feedback.
* To liaise with colleagues around the organisation to gather content to support the Internal Communications Manager in delivery of the internal communications plan.
* To draft colleague communications with the support of the Internal Communications Manager.
* As requested, undertake other ad hoc activity under the management of the Internal Communications Manager or other senior members of the marketing team.

## Health and Safety

As an employee of Care UK, the post holder has a duty under the Health and Safety at Work Act 1974, to:

* Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.
* Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures of the organisation, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.
* To ensure that adequate measures are taken to protect the health and safety of all staff including the maintenance and upkeep of a safe environment.

## Data Protection

The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act and the company’s ISO27001 accreditation. This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorised persons or organisations as instructed.

* This list of duties and responsibilities is by not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.
* This job description is subject to regular review and appropriate modification.

I confirm I have read and understand this Job Description

## Name of postholder

**Signature**

**Date**

**Person specification**

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| **Criteria** | **Essential** | **Desirable** |
| **Qualifications** | * GCSE Grade 4 or above in English (or equivalent) | * Office administration qualification * English ‘A’ level |
| **Experience** | * Administration in eg an office or similar environment * Answering the telephone to internal and external stakeholders | * Experience of the health and social care sector * An understanding of administration, communications or marketing * Experience in a communications role * Project management |
| **Technical Skills** | * Good verbal reasoning and ability to draft engaging, accurate and grammatically correct copy. * Strong attention to detail. * Ability to build relationships and work collaboratively with internal and external stakeholders. * Sound knowledge of Microsoft Office, in particular complex Excel spreadsheets. | * Use of Smartsheet |
| **Personal Qualities** | * Eagerness to learn and develop to build a career in communications Ability to write, summarise and accurately proof read copy written by others * Excellent sense of initiative and problem solving * Good organisational skills and ability to meet deadlines * Excellent attention to detail * Ability to build relationships and work collaboratively with internal and external stakeholders * Flexible, can-do approach to work * On occasion, to be willing to travel to other sites / care homes |  |