

## Internal Communications Officer

**Job purpose:** Reporting to the Senior Internal Communications Advisor, the Internal Communications Officer is responsible for managing core internal communications channels, delivering professional and engaging employee communications to achieve goals in our internal communications strategy and the Society's strategy, and helping to increase staff awareness, understanding, engagement and motivation.

### Key Accountabilities:

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| <ul style="list-style-type: none"> <li>• Manage, plan and schedule content for our core internal communications channels, including our weekly newsletter, intranet, blogs, staff emails, Viva Engage communities and events, as well as across specific projects.</li> <li>• Create, produce and advise on engaging content for our internal communication channels, including researching and developing articles, presentations, videos, and other supporting information and guidance. Ensure messaging is in line with our internal communications strategy and successfully communicated to different audiences.</li> <li>• Work on specific projects as an internal communications representative, including developing and delivering internal communication plans to support other parts of the business, including HR, our employee groups, and other internal stakeholders at all levels.</li> <li>• Work closely with colleagues across the business, ensuring that key external messages are shared with staff appropriately and that internal messages are aligned.</li> <li>• Ensure the Law Society brand and tone of voice is reinforced in the style and content of internal communications.</li> </ul> | <ul style="list-style-type: none"> <li>• Support the management and improvement of our intranet as a core communication and engagement channel. Ensure all intranet content is maintained and kept up to date. Support colleagues to develop and maintain content through training and advise on best practice for user centred design and online writing. Work with team members, other colleagues across the business, and external partners as required to help deliver our goal of moving to a SharePoint-based intranet.</li> <li>• Support our monitoring and measuring efforts so we can keep improving colleagues' experience and satisfaction with internal communications.</li> <li>• Monitor communications mailboxes and respond to enquiries and feedback from colleagues.</li> <li>• Provide support services including setting up meetings and internal events, filing and archiving, ensuring records and distribution lists are kept up to date, etc.</li> </ul> |
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**Knowledge, skills and experience*****Essential***

- Excellent written and oral communication skills, and able to turn complex information into plain English.
- Good presentation skills.
- Excellent attention to detail and accuracy.
- Skills to manage a heavy workload, and confidence in planning and prioritising work to meet tight - and sometimes conflicting - deadlines.
- Shows initiative, is unfazed by ambiguity, is resilient under pressure, and can respond quickly and flexibly to changing circumstances.
- Builds trust and relationships with colleagues quickly, and enjoys supporting others to build their skills.
- Curious and eager to learn more - about colleagues and about internal communications.
- A proactive, enthusiastic team player who is keen to share ideas and help the team keep improving.
- Good administrative skills.
- Proficient in Microsoft Office, including Word, Excel and PowerPoint.
- Proficient in Microsoft Teams or an equivalent such as Zoom.
- Degree or equivalent qualification/experience.
- Experience of working in a communications role.
- Experience working with intranets and/or content management systems.

***Desirable***

- Experience of developing and/or managing SharePoint-based intranets.
- Appreciation of design and experience of design software, such as Adobe Photoshop.
- Experience of video-editing software, such as Adobe Premiere Pro.
- Experience of interviewing colleagues to develop dynamic and engaging video and audio content.
- Experience of designing and delivering staff events.