

Senior Internal Communications Officer

Job Description and Personal Specification

| | |
|----------------------------|---|
| Job title: | Senior Internal Communications Officer |
| Place of work: | Pear Tree Street/Home-based |
| Hours of work: | Full time (37 hours per week) fixed term for one year, with view to extension |
| Salary/Grade: | Zone 1 Grade G |
| Reports to: | Director of Communications and Engagement |
| Level of screening: | n/a |

Who we are

Catch22 exists to help build a society where everyone has a good place to live, good people around them, and a fulfilling purpose. We call these our '3Ps'.

We achieve this in two ways. Firstly, we improve lives on the frontline through delivery of public services. Secondly, we use our knowledge to change 'the system', to fix the complex web that can trap and disempower those it was set up to help. With the heart of a charity and the mindset of a business, we are uniquely placed to deliver on this challenging agenda.

Where you fit in

Sitting within Catch22's Communications Team, and working closely with our People Team, you will lead the delivery of Catch22's internal communications plan.

You will work with staff across our 6 hubs and with our corporate colleagues, to make the best use of existing platforms, and explore other opportunities to communicate effectively across the organisation.

You'll play a leading role in delivering our internal staff conference, as well as our ongoing series of webinars and Q&A sessions designed to share information and learning amongst staff.

You'll support the communications team in ensuring the Catch22 intranet is up to date and relevant.

You will also regularly seek feedback from staff on their views of internal communications, ensuring all ideas are considered and acted upon as appropriate.

You will also chair our internal communications working group, comprising staff representatives from across Catch22.

Main Duties & Accountabilities

- Expanding and delivering Catch22's internal communications plan, with support from the wider communication team

- Harnessing views of staff across Catch22 about what works and what doesn't when it comes to internal communication messages and channels
- Exploring different tools and channels to enhance internal communications
- Supporting the Communications and Marketing Manager (Digital and Social Media) to ensure the staff intranet is kept up to date
- Helping deliver the Catch22 staff conference
- Putting together a Catch22 internal webinar series, with input from across Catch22 hubs
- Supporting on creating, distributing and analysing Catch22's annual staff survey and pulse surveys
- Gathering metric to analyse the effectiveness of Catch22 internal communications platforms
- Carrying out such other relevant duties as may be required and as are commensurate with the nature and level of this post.

What does good look like for this role?

- Able to quickly understand the structure of Catch22
- Able to form strong working relationships with key staff across Catch22
- Able harness the views of staff across the organisation and ensure internal communications meets their needs as much as possible
- Able to be creative and innovative in your approach to internal communications
- Able to plan and organise internal communications activity to it is delivered in a timely manner

Organisational Relationships

This role reports to Direct of Communications and Engagement which sits within the Development Division. You will work closely with the wider Communications team, the People (HR) team, and the internal communications working group.

| Job Title: Person Specification | | | |
|---------------------------------|---|--|---------------------------|
| COMPETENCY | ESSENTIAL | DESIRABLE | ASSESSMENT |
| QUALIFICATIONS | Level 2 English and Maths. | Educated to degree level or with equivalent professional experience | Application |
| KNOWLEDGE | Knowledge of internal communications platforms Knowledge of Microsoft 365, including SharePoint | Knowledge of techniques to measure staff engagement and use findings to develop new approaches | Application and interview |
| EXPERIENCE | Experience of communicating effectively with internal audiences in an organisations Experience of writing compelling copy for communications materials | Experience of working on internal communications within an organisation | Application and interview |
| SKILLS & ABILITIES | Self-starter and naturally inquisitive Strong at written and oral communication, including being comfortable presenting to internal audiences Excellent copywriting skills and strong attention to detail Ability to present complex information in an accessible way Ability to multi-task | | Application and interview |
| OTHER | Share Catch22 values Awareness of and commitment to Equality & Diversity Desire to develop and undertake training as required | | Application and interview |