

NHS PROPERTY SERVICES LTD

Job Description

Job title:	Communications Executive
Level:	Level 2
Type of role:	6 month fixed-term contract
Base:	99 Gresham Street, London
Travel requirements:	Occasional travel around the UK
Responsible to:	Internal Communications Manager
Directorate:	Customer Services, Marketing and Communications

Established in 2013, NHS Property Services is a property owner, service provider and advisor, helping to shape the estate of the NHS for the future. We have one goal: to ensure the NHS makes the right property choices that enable excellent patient care.

Our portfolio is one of the largest in the UK, comprising more than 3,000 properties with 7,000 tenants across England. At a total value of more than £3bn, this represents about 10% of the total NHS estate.

Our properties range from listed buildings through to award-winning, state-of-the-art integrated health campuses.

Main purpose / scope of the role

The Communications Executive is responsible for providing support around internal communications activities, based on a technology project being rolled out for the business internally. The purpose of the role is to inform and engage our people in the business with the technology changes. It will sit within the Communications Team and the role will require working closely with internal stakeholders from the business.

The project which the role will be involved in is centred around connecting our workforce in a more efficient way. Internal Communications have an important role to play to support and inform our people about the change and engage new users with communication channels, as this venture will see approximately 3000 staff members added to our digital community and will be a pivotal technological upgrade for NHSPS.

The Communications team is responsible for internal communications and employee engagement programmes, press and public affairs and change management projects.

This is a fantastic opportunity for someone who is interested in joining a committed internal communications team, gaining project experience within communications, and inform and inspire our colleagues.

Key Responsibilities

- Creating and drafting high quality communication emails through Poppulo (email marketing platform) to regularly update our people and stakeholders throughout the project.
- Help to deliver “best in class” internal communications through a training programme for the project, working closely with the Internal Communications team to educate, inform and inspire our people. Responsibilities include, creating recruitment communication, working closely with regional colleagues on logistics, create a schedule of sessions and feed this into a booking system, creating a feedback mechanism and co-ordinating materials to support the sessions at our different sites.
- Build relationships with key stakeholders across the organisation to create informative and timely communications.
- Co-ordinate feedback from end users, analysing the feedback and regularly updating the Technology Services team with this data.
- Support the Internal Communication Manager with the creation of materials for our internal audience including user guides.
- Play an active role in creating digital content for our frontline colleagues, taking the initiative to come up with content with direction from the Internal Communications Manager, drafting high quality and engaging materials and publishing them on our internal portal.
- Build relationships with third party design agencies and venues when required, ensuring value for money at all times.
- Responding to queries from the project and cascading to colleagues in the wider team as appropriate.
- To ensure feedback is received and implemented into the programme, so that it may be adapted accordingly.
- Occasional travel to zones to collate feedback from training sessions.

Person Specification

	Essential	Desirable
Qualifications	Degree educated	English Literature or Marketing/Communications degree
Knowledge	Competent on software (including Microsoft), as well as marketing specific systems/platforms (e.g. Poppulo)	Marketing and communications IT projects
Experience	Demonstrate good experience in a communications role Working with multiple internal stakeholders	Working in companies specific to the healthcare or property management or tech industry
Skills	Excellent writing, grammar, editing and proofreading skills Experience in using marketing/email distribution tool to draft email communications. Strong IT skills including Word, PPT and Excel Strong organisation skills such as managing multiple priorities and training sessions Experience of working for a big organisation (1,000 employees +) Good attention to detail Good communication skills working with internal stakeholders	Experience with content creation and publishing online/web-based platform Good project management Experience in using SharePoint
Personal qualities/abilities	Enjoys working in a fast-paced environment and can hit the floor running Deals well with pressure and short deadlines Works well with a variety of stakeholders	

Other requirements as applicable		
----------------------------------	--	--