

Internal Communications & Employee Engagement Manager

Purpose of the team

The Internal Communications & Employee Engagement Manager role sits within Teach First's broader Communications department, which works with colleagues across the organisation to plan, develop and deliver a range of communications to engage and inform our key audiences.

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Building on strong foundations already in place, the Internal Communications and Employee Engagement Manager will play a key role in the development and implementation of a new internal communications and engagement strategy, core channels and best practice guidelines, as well as supporting critical change programmes during an exciting phase in Teach First's organisational journey as we develop our 2018-23 strategy. Your work will shape how we engage with our employees and help us consistently reinforce Teach First's culture and values, aligned closely to our external audience communications.

You will provide communications and engagement guidance to senior internal stakeholders, oversee our business as usual internal communications and engagement - ranging from our intranet and regular e-newsletter to employee surveys, reward schemes and events - and take a central role in several other employee engagement initiatives. You will also lead the implementation of a new internal engagement platform which aims to build networks and empower employees to take direct ownership of their communications.

The successful applicant will need to work closely with stakeholders across the organisation; most notably HR, the Executive Committee and the Strategy & Research team, as well as other audience leads responsible for communications to Teach First's integral external networks.

Initially, this role will report to a highly experienced Head of Internal Communications & Employee Engagement, who has substantial experience of leading internal communications functions and supporting strategic change. The Head of Internal Communications & Employee Engagement is already in post and will remain with Teach First until the summer of 2018, to lead on specific, critical ongoing projects, support our new CEO and to oversee the development and implementation of our wider internal communications and engagement strategy.

The Internal Communications & Employee Engagement Manager role is therefore an ideal opportunity for an internal comms professional keen to further their development by working alongside a very experienced senior practitioner, who would provide valuable mentoring and guidance before handing over the reins to the Internal Comms and Employee Engagement Manager who will lead the function with support from the Directors of Communications once key organisational priorities are delivered.

To reflect this transition plan, the Internal Communications & Employee Engagement Manager will join the Communications department senior team immediately, and will become a direct report of the Directors of Communications following the departure of the Head of Internal Communications & Employee Engagement in the summer of 2018. The post-holder will also take on a dotted reporting line to the Executive Director of HR at this stage.

At this level, you will be expected to:

- Oversee work delivered from a pool of communications officers who provide support to internal comms function in channel delivery
- Be the Internal Communications & Employee Engagement lead for a wide range of projects
- Play an active role at Communications department senior level
- Manage budget where applicable
- Be accountable for delivery of high quality communications and employee engagement activity to support the organisation's goals
- Advise senior level stakeholders on internal communications & engagement issues

Your responsibilities will include:

- Developing and delivering the organisation's internal communication strategy, planning and calendar of activity, supporting us to increase levels of employee engagement.
- Leading and/or supporting the development and delivery of internal communication plans and materials for large change programmes fundamental to the organisation's operating model and external delivery.
- Lead on the development and implementation of new engagement platform, which we see as integral to the future of our organisational communications.
- Providing expert internal communications advice and support to senior stakeholders, including the Executive Committee, on critical decisions and messages that affect employees.
- Driving the creation of an employee brand and a more consistent 'look and feel' for Teach First internal communications.
- Overseeing our established internal communications channels (e.g. intranet, employee newsletters, email announcements) while reviewing and developing our channel mix, considering the needs of all employee audiences across Teach First.
- Coordinating monthly and annual recognition awards, aligned to our values
- Devising and implementing new internal communications best practice guidelines that can be understood and followed across the organisation, allowing a consistent approach to local communications delivery.
- Playing a key role in the development and execution of our employee engagement strategy, working closely with our HR team and other stakeholders.
- Overseeing the measurement of internal communications & engagement activity, linked to our core Communications KPIs.
- Designing, implementing and analysing results of employee engagement surveys and other engagement initiatives, using outcomes to help drive organisational improvement.
- Working closely with the Executive Committee, events team and other internal stakeholders to org-wide employee events, working to develop engaging content that inspires and motivates our staff.
- As a key part of the Communications Senior team, leading on cross departmental and organisational initiatives including talent management, org planning and budgeting.
- Keeping up to date with good practice and developments in internal communications & engagement, leveraging external networks where appropriate.
- The critical responsibilities of this role are described above. They may be subject to reasonable changes from time to time in line with business need.

You'll be good at:

Essential:

- Building and managing positive relationships with senior stakeholders
- Collaborating with colleagues at all levels, including colleagues in different offices
- Project management and developing systems to improve efficiency
- Giving and receiving feedback

- Understanding how to manage change
- Writing compelling copy and crafting messages for an internal audience
- Working independently and balancing multiple projects
- Understanding and appraising the benefits of current digital communications and technology, with a commitment to a 'Digital First' approach
- Willingly 'getting your hands dirty' and taking on both strategic and delivery responsibilities
- Approaching your work with a sense of perspective, flexibility and positivity

Desirable:

- Experience working in an internal communications department
- Knowledge and understanding of best practice employee engagement theory
- Familiarity with medium to large sized organisations and matrixed structures/reporting lines
- Experience in setting up and introducing new employee engagement platforms (e.g. Teams, Workplace, Slack)

All our employees are expected to model [our values](#) and help others to do so.

Salary £37, 544 + excellent benefits (plus £3,000 London Weighting allowance for roles based in London)

Location
[Any local area office](#)

Next Steps

To apply please have your CV and covering letter ready to upload. If you are an internal candidate, please apply via your HR Self Service menu.

First stage interviews will be held throughout January 2018, and we aim to respond within 10 days following closure of the vacancy.