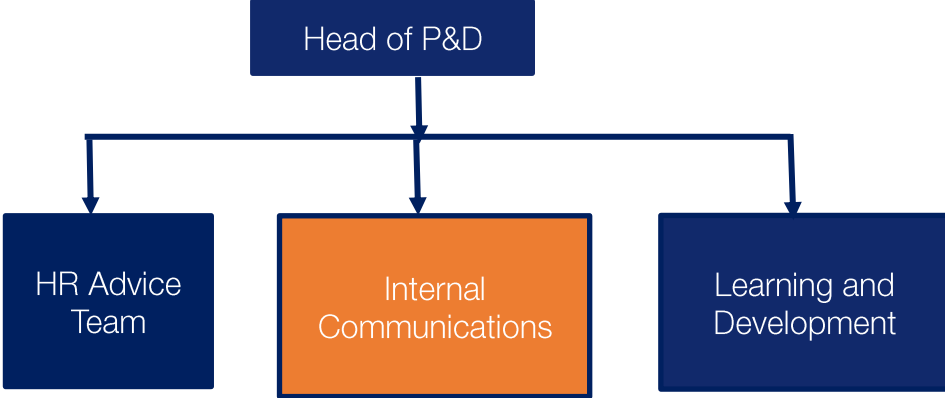
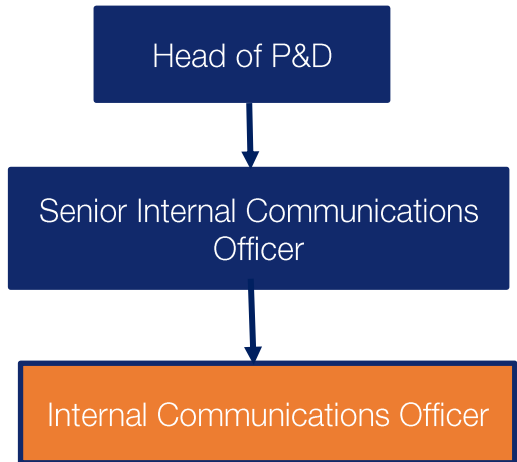


<p>Job Title Internal Communications Officer (Six Months Fixed Term)</p>	<p>Directorate and team This role sits in the Internal Communications team in the People and Development section of the People and Organisational Development directorate.</p>
<p>Key Focus of the Role This role makes sure that colleagues receive well written, clear, on-brand messages at the right time and through the right channels.</p> <p>This involves writing and editing content, working confidently across a range of internal communications channels and advising others on how to inform, and engage their colleagues.</p>	 <pre> graph TD A[Head of P&D] --> B[HR Advice Team] A --> C[Internal Communications] A --> D[Learning and Development] style C fill:#f96 </pre>
<p>Key deliverables</p> <ul style="list-style-type: none"> • Produce our weekly e-newsletter to colleagues • Manage content on our SharePoint-based intranet • Provide internal communications advice and guidance to managers and as part of cross organisational projects • Coordinate communication and engagement events such as town-halls and Q&A sessions, both face to face and virtually 	 <pre> graph TD A[Head of P&D] --> B[Senior Internal Communications Officer] B --> C[Internal Communications Officer] style C fill:#f96 </pre>
<p>Contractual information</p> <ul style="list-style-type: none"> • Contract type: Fixed Term (six-months) • Hours: Full time (35 hours) • Pay range: Band 5 	
<p>Key working relationships internal This role will work with most teams in the charity but will need to work closely with colleagues in the People and Organisational Development directorate, all marketing and communications teams, our IT team, our strategy and planning team and regional and national offices.</p>	
<p>Key working relationships external No key external relationships</p>	

All jobs at Diabetes UK are based on a 10-factor competency framework called the **What-How Framework**. We've listed the key activities you'll undertake and the skills, knowledge and behaviours you need to be successful in this role. We've summarised these using four key competency areas in each section, however once appointed, you are expected to meet the requirements of all 10 factors. We'll explain this to you during your induction period. All elements listed below are essential requirements unless shown as (desirable).

Key activities - What you need to do

Delivering objectives	Communicating with others	Making change happen	Collaborating with others
<ol style="list-style-type: none"> 1. Develop a monthly internal communications plan with the Senior Internal Communications and Engagement Officer, suggesting key messages and ensuring communications are joined up across channels and topics 	<ol style="list-style-type: none"> 2. Manage the home page of our intranet to make sure it is updated on a regular basis 3. Write articles and upload articles provided by others to our intranet 4. Ensure all our content channels are updated weekly and messages are consistent across all channels 5. Monitor our intranet to ensure that all content is compliant with GDPR and charity brand guidelines 	<ol style="list-style-type: none"> 6. Support the Senior Internal Communications Officer with the project to move the intranet from our current SharePoint version to Office 365. This includes supporting page owners to update and transfer content 7. Provide internal communication support to projects and initiatives agreed with the Senior Internal Communications Officer 	<ol style="list-style-type: none"> 8. Support the Senior Internal Communications Officer in the administration, delivery and evaluation of internal staff engagement events such as townhalls 9. Provide advice and guidance to colleagues about the best way to communicate messages

Skills, knowledge and behaviours - How you need to do it

Managing and developing others	Delivering objectives	Communicating with others	Collaborating with others
<ol style="list-style-type: none"> 1. Demonstrate a strong personal commitment to diversity and inclusion and apply this across all internal communication channels 2. Coach others to help them to improve their writing skills 	<ol style="list-style-type: none"> 3. Work with SharePoint based intranet to create, edit and delete content, and have gained relevant specialist knowledge to work without the need for external support 4. Work independently once you've agreed objectives and work-plans with your manager, ensuring a high attention to detail and being mindful of deadlines 5. Take a proactive approach to identifying what needs to be done and making this happen 6. Confidently create digital communication assets e.g. videos, photos 	<ol style="list-style-type: none"> 7. Write persuasive copy using the charity's tone of voice and brand 8. Communicate effectively with others orally, especially when giving feedback on text they have produced 9. Influence others to persuade them to take action 	<ol style="list-style-type: none"> 10. Build effective working relationships with others, especially when working across teams and directorates

Qualifications you need to carry out this role

CIPR Internal Communications certificate is desirable but not essential