

JOB DESCRIPTION

Job Title:	Staff Communications Manager
Ref No:	MKG202
Campus:	Hendon
Grade:	7
Salary:	£36,794 to £42,266 (inclusive of Outer London Weighting)
Period:	Permanent
Reporting to:	Head of External Relations

Overall Purpose:

To be responsible for planning, delivering and evaluating internal communications to over 1,800 members of administrative and academic staff to engage colleagues with the University's vision and strategic priorities, helping to foster a sense of pride, shared purpose and community.

To ensure the flow of effective internal communication across all staff groups, both in the UK and overseas, by researching, writing and editing news stories and operational updates from around the University and issuing them via the University's internal communication channels and through facilitating peer communication and networking.

To be a champion for two-way communication, seeking ways to drive dialogue and involve colleagues in a new culture of staff engagement.

Duties:

- To write timely and accurate news copy to high editorial standards for internal communication channels to deliver staff engagement, understanding of new initiatives and projects and participation in university initiatives.
- To maintain key internal communication channels (intranet, e-newsletter) and keep them consistently updated with topical, accurate stories in line with the University's priorities
- To build an excellent network of contacts across the University and develop strong working relationships with key internal stakeholders such as senior academics and directors of services.
- To draft policies and procedures to support effective staff engagement with communications processes.
- To work in a self-directed way without need for regular supervision, offering proactive support to colleagues seeking to communicate initiatives across the university
- To develop and deliver communication plans for internal campaigns and projects
- To work with the University's web agency, digital communications team and internal stakeholders to manage the day-to-day running of the staff intranet, using the University's content management system.
- To liaise with people outside their work team (internal or external to the University) to build relationships and contacts
- To develop and manage further improvements to existing communication channels and assist in the development of new tools and channels

- To set targets for the delivery of staff communications
- To build effective feedback mechanisms for staff communications
- To deliver communications and events as appropriate in collaborate with others to ensure the best outcome for all stakeholders
- To deliver a core programme of staff communication events throughout the year
- To establish effective evaluation criteria and implement a full programme to establish the effectiveness of communications – to include both quantitative and qualitative elements
- To inform and assist the introduction of a staff engagement strategy within the staff communications function.

PERSON SPECIFICATION

Job Title: Staff Communications Manager

Essential:

- To be able to respond to various demands from a multitude of stakeholders in clear and concise manner
- Truly outstanding writing skills, with the ability to deliver top quality written communications to a wide variety of audiences and across multiple channels
- Experience of working in a busy environment constantly having to re-prioritise work and complete it to demanding deadlines
- Previous experience of internal/corporate communications, either in-house or consultancy.
- Ability to build strong relationships with a wide variety of key stakeholders
- Appreciate the principles of staff engagement.
- Ability to work with Word, PowerPoint and Excel.
- Experience of working with intranet/website content management systems
- Be educated to degree level or above
- Event management experience
- Understanding of communication evaluation techniques

Desirable:

- Knowledge of producing compelling video content
- Passion for the role digital technology can play in communications
- Involvement in external professional groups/communities in the communications sector

Hours: 35.5 hours per week 52 weeks per year, actual daily hours by arrangement

Leave: 30 days per annum plus eight Bank Holidays and seven University days taken at Christmas (pro rata for part-time staff)

No Parking at Hendon campus: There are no parking facilities for new staff joining our Hendon campus, except for Blue Badge holders. If you are applying for a post at our Hendon campus please ensure you can commute without a car.

Information on public transport to Hendon can be found here:

<http://www.mdx.ac.uk/aboutus/Location/hendon/directions/index.aspx>

We offer an interest-free season ticket loan, interest-free motorbike loan, and bicycle and motorbike parking and changing facilities.

Middlesex University is working towards equality of opportunity. Flexible working applications (including part-time working) will be considered.

Please return the completed application form to: The Recruitment Office, Middlesex University, Hendon Campus, The Burroughs, London, NW4 4BT

If you wish to discuss the job in further detail please contact Angela Martyn (Head of External Relations) on 020 8411 6237 or email A.Martyn@mdx.ac.uk. If selected for interview, you will hear directly from someone in the School/Service/Campus, usually within 3 weeks of the closing date.