

Job Description



Job title	Manager, Internal Communications
Team	Communications, Demand Development Unit
Band	6
Reporting to	Senior Manager, Internal Communications
Management responsibility	Internal Communications Executive

Purpose of the job

The primary purpose of this role is to co-ordinate, plan and produce the internal communications for the British Business Bank Group of companies, which includes British Business Bank, British Business Investments and British Patient Capital, to create an environment of shared understanding. The aim of the Internal communications team is to enable colleagues to feel informed and connected with the work we do so we can successfully provide vital support to smaller businesses across the UK.

Main duties

- Work with the Senior Manager, Internal Communications in delivering the internal communications strategy and engagement plan. Ensuring that business goals, initiatives and people news are communicated effectively and in line with our values - committed, creative and collaborative.
- Work with the Senior Manager, Internal Communications to plan and deliver internal communications for our change programmes and campaigns, championing the importance of employee voice/inclusion/cocreation and evidence-based practice as part of strategies and plans.
- Develop communication strategies to support local change and transformation activities - providing advice and challenge. Ensuring alignment with any ongoing business or people strategy communication plans
- You will be responsible for the line management and development of the Internal Communication Executive. Setting direction and providing support to help enable them to meet their business and development objectives.
- Manage and continuously improve overall channel infrastructure, utilising insight from evaluation to ensure effective targeting of messages. Regularly audit channel requirements to ensure they are good fit for our culture and strategies.
- Write high quality creative communication material/content through your own work and working through others in the team. Ensuring the most effective channels and tactics are used within stand-alone and on-going communications so communication is clear and aligned with our business strategy.
- Record and analyse campaign and channel metrics to support production of the monthly internal communications dashboard.
- Manage the delivery and planning of the Bank's Internal communications events, both virtually and face to face.
- Build and foster relationships across business functions to understand requirements and ensure employees are engaged and informed no matter whether they are based remotely or in our Sheffield or London offices.
- Work with the Senior Manager, Internal Communications in building a listening culture and build feedback mechanisms into internal communications to enable employees to have an opportunity for dialogue.
- Participate in any group-wide campaigns by the Communications & Marketing team.

Knowledge and experience

- Relevant experience in an internal communications role, ideally in-house
- Able to work effectively and productively with internal stakeholders at all levels.
- Excellent writing and editing skills.
- Experience with O365, communications tools and channels (Dotmailer, WordPress etc)
- Manages multiple projects and tasks effectively, plans well so deadlines are met, and quality output is maintained, with minimal resources.
- Excellent Microsoft Office skills (particularly Word, Excel and PowerPoint).

Internal and external stakeholders

- All Bank employees
- British Business Bank Senior Leadership Team
- Human Resources
- Change Project Teams
- Demand Development Unit
- Colleague Forum

Budgets / Delegated Financial Authority / fund size / scope of investments

None

Key competencies/behaviours

- Ability to use own initiative to progress work
- Strong organisational skills
- Excellent written communication and editing skills - equally at home drafting short and long-form copy
- Flexible and creative attitude to problem solving
- Ability to work under pressure to meet challenging deadlines
- Ability to work collaboratively with colleagues across the Bank
- Excellent interpersonal skills
- Proven ability to build internal relationships

Qualifications
Required for the role

Educated to degree level or equivalent experience

Additional / desirable

Member Institute of Internal Communication
CIPR Accredited Practitioner

Is this a regulated role?

No