



1 Advertisement

Post Title: Senior Internal Communications Manager

School/department: Communications Marketing and Advancement

Hours: Full time up to a maximum of 1 FTE / 37.5 hours

Requests for flexible working options will be considered (subject to business need).

Contract: Permanent

Reference: 8348

Salary: Starting at £42,149 to £50,296 per annum, pro rata if part time

Placed on: 24 May 2022

Closing date: 23 June 2022 Applications must be received by midnight of the closing date.

Expected interview date: To be confirmed

Expected start date: To be confirmed

This is an exciting time to join the University of Sussex and play a key part in leading staff communications to drive staff engagement with the University's strategic ambitions. You will find new and innovative ways to engage with our diverse audience groups.

You will support senior leaders to communicate with clarity and purpose, ensuring that staff feel engaged and understand the institutional priorities.

Driven by a continuous improvement mindset, you will work collaboratively with colleagues to deliver impactful and insight-driven communications in an authentic and compelling way.

Please contact Charlotte Littlejones at c.littlejones@sussex.ac.uk for informal enquiries.

For full details and how to apply see our [vacancies page](#)

The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.

2. The School / Division

Please find further information regarding the [Communications, Marketing and Advancement](#) division.

3. Job Description

The role of Senior Internal Communications Manager (SICM) is critical to the Internal Communications function at Sussex. With a focus on finding new and innovative ways to engage with our diverse audience groups, you will use a range of channels to ensure staff feel connected with Sussex's values and ambitions and understand the role they play in delivering the institutional priorities.

You will lead the staff communications team to develop and deliver internal communication plans to support the University's Sussex 2025 strategy – with a particular emphasis on culture change and staff engagement.

You will work closely with the Senior Internal Communications Manager (students) to ensure communications activities are aligned.

The SICM holds important relationships: with the Chief Operating Officer; with Directors particularly HR, IT, and Finance and Heads of School, to ensure key information is shared with specific staff groups, which is regular and comprehensive and that communications advice and influence is incorporated at all times. You will also deliver internal communication plans for all the University Executive Group, including the Vice-Chancellor, Provost, and PVCs.

With line management responsibility for the Staff Communications Managers, you will lead and motivate them to deliver comms support for priority projects.

As part of the internal communication team, you will champion best practice across the University, working with communications colleagues to increase their own communication expertise and effectiveness, providing them with tools and regular materials, creating an organisation of excellent communicators.

PRINCIPAL ACCOUNTABILITIES

1. Lead, manage, promote, develop and motivate a high-quality staff internal communications team, engendering a culture of continuous improvement within the wider internal communications team and communications colleagues.
2. Ensure the communications managers have clear objectives and accountability for their areas of work, to deliver the required outputs of the team.
3. Ensure compliance with all relevant legislation and University policies, interpreting the same and advising on their practical application.
4. Work in partnership with other key stakeholders to ensure seamless service, engaging every member of staff in the organisation including academics at all levels and professional services staff.
5. Work closely with the Head of Corporate Communications and Staff Communications Managers in devising new ways to engage staff in the University's strategy and support the Head of Change Communications as and when necessary with the wide ranging transformation programme using existing and new channels.
6. Work collaboratively with the Senior Internal Communications Manager (students) to ensure staff and student messaging is aligned.
7. Work collaboratively with staff across the University to ensure an integrated communications approach, building strong relationships as trusted advisors at the highest level, with members of the University Leadership Team.
8. Develop and deliver internal communication plans to support the University's strategy, with a particular emphasis on excellent communication tactics.

KEY RESPONSIBILITIES

Management and Leadership

Provide management and leadership to motivate the Staff Communications Managers to achieve targets and objectives.

Ensure the availability of resources to achieve targets and objectives including the selection, induction, performance management and development of all line reports.

Ensure departmental understanding and application of operational standards are embedded in the departmental culture and methods of working.

Support the development of others, providing training and coaching in area of expertise. Foster an ethos of continuous improvement.

1. Service Delivery

Working within overall University policy and procedure, ensure the effective management of responsibilities in the area of expertise. Plan and allocate resources to support the achievement of departmental targets and objectives.

Ensure effective systems and procedures are in place to support the achievement of key performance targets in area of responsibility.

Contribute to the development of departmental/functional strategic planning process.

Ensure the delivery of improvements to systems and procedures to maintain effective service delivery within area of responsibility.

Ensure appropriate records and documentation are maintained commensurate with policy and procedure.

Provide reports and other communication media internally and externally as appropriate. Undertake analysis, interpretation and presentation of complex information to inform decisions related to subject area.

Identify critical issues when resolving problems particularly where there is complex or competing information and use university policy and objectives to make decisions

2. Policy and Procedure

Based on a broad and deep set of knowledge and experience, interpret policy and procedure, providing advice on the application of policy as required.

Contribute to the shaping of policy decisions and improvement in area of expertise.

Ensure appropriate governance is in place for area of expertise.

3. Customers and Stakeholders

Proactively work with internal and external stakeholders, colleagues and/or students to ensure the effective service delivery, initiate and develop relationships, providing data and information to inform decisions as necessary, showing appropriate sensitivity when needed. Persuade, influence and negotiate as appropriate to further the objectives of the University.

4. Discipline-specific responsibilities

Seek to become embedded in the teams that are delivering improvement programmes at the University specifically in divisions such as IT, Finance and Human Resources to ensure that communications advice and influence is incorporated at all times. In this area they will work alongside the Head of Corporate Communications in providing an internal communications programme to support the Chief Operating Officer.

Working alongside the Head of Corporate Communications, oversee internal communication plans for all the University Executive Group, which includes the Vice-Chancellor, Provost, and Pro-Vice-Chancellors.

Oversee communication activity that is targeted to specific staff groups and is regular and comprehensive.

Working with the Staff Communications Managers, introduce new ways for staff across the University to increase their own communication expertise and effectiveness, providing them with tools and regular materials, creating an organisation of excellent communicators.

To carry out any other duties that are within the employee's skills and abilities whenever reasonably instructed.

This job description sets out current duties of the post that may vary from time to time without changing the general character of the post or level of responsibility entailed.

4. Person Specification

ESSENTIAL CRITERIA

1. Educated to degree level, or other equivalent qualification, or relevant level of experience in a senior communications role.
2. Excellent leadership skills, including experience of leading through change
3. Extensive, up-to-date, internal communications, campaigns and strategic communications experience, including organisational change experience
4. Strong relationship management skills, highly effective negotiating and influencing skills up to the most senior levels
5. Well-developed oral and written communication skills with the ability to present policy and procedure in a way that can be understood by audiences.
6. Significant experience of using insight to inform communications activity, and leading the effective evaluation of communications campaigns
7. Planning and organisational skills, including project management, with the ability to delegate to team members where appropriate.
8. Well-developed interpersonal skills with the ability to effectively influence, persuade and negotiate in area of expertise, effectively contribute to team working to build and develop working relationships.
9. Analytical skills with the ability to generate effective solutions and make effective decisions
10. Commitment to customer excellence

ESSENTIAL ROLE-SPECIFIC CRITERIA

1. Experience of delivering cultural change and embedding new ways of working amongst a diverse workforce
2. Demonstrate the ability to think quickly and respond with gravitas and acumen in a fast-moving context
3. Experience of devising and delivering wide-ranging change communications strategies within large or complex organisations.
4. Demonstrate the positive impact you deliver through communications initiatives
5. Excellent eye for detail to ensure accuracy and consistent, high standards

6. Proficient in overseeing the full production of creative communication tools using the latest digital platforms and technologies
7. Experienced and confident presenter, able to produce compelling presentation materials

DESIRABLE CRITERIA

8. Knowledge of the Higher Education sector.