

## INTERNAL COMMUNICATIONS MANAGER

### USUAL RESPONSIBILITIES INCLUDE

- Conducting internal research to understand the communication needs of the firm
- Assisting in planning the firm's strategic internal communications goals
- Managing internal communications initiatives to ensure the achievement of these goals
- Developing communication strategies and providing communication advice to support change management projects/strategic initiatives across the firm
- Internal speech writing for senior staff members as required
- Providing effective leadership and management to the Internal Communications team
- Publishing content for staff intranet, ensuring it is up to date and accurate and helps drive people to the Intranet
- Liaising with fee-earners and members of other teams to ensure consistent quality in all internal communications; and between all external and internal communications
- Fostering the open sharing of information, news, and wins and successes across the firm
- Supporting and reinforcing the firm's internal brand and values

### COMMONLY ASKED FOR QUALIFICATIONS AND EXPERIENCE

#### Education:

- Tertiary qualifications in Communications, Journalism, Marketing or a related discipline

#### Experience/Skills:

- Excellent verbal and written communication skills
- Strong rapport building and relationship building skills
- Demonstrated success in designing and implementing internal communications strategies
- Well-developed consulting skills
- Demonstrated understanding of best practice internal communications principles
- Work experience in a corporate environment; knowledge of the professional services an advantage but not essential
- Knowledge and experience with technologies and the range of communication mediums
- The ability to learn new systems, processes and technologies quickly
- Self-starter – ability to generate ideas and work independently, as well as part of a number of different teams
- Ability to think strategically and ask the right questions; to understand ramifications, risks and benefits when making decisions
- Project planning experience
- Demonstrated ability to prioritise and to manage expectations effectively

