

Internal Communications Officer



Working better together
for our residents

> People Directorate > Corporate Affairs Function

What's it all about

This is an exciting time to be part of NHG's transformation. We are one of London's larger housing associations, providing social and affordable homes for more than 130,000 people who would otherwise struggle to afford them. This role is part of the corporate affairs function, whose mission is to develop reputation, support and drive change and transformation, and navigate incidents and crisis. We are here to tell NHG's story as a purpose-driven organisation making a significant contribution to address the UK's housing crisis.

As Internal Communications Officer, you will deliver an inclusive and effective communications and engagement programme. Your work will connect NHG's 1,800 people to our purpose, our strategy, our residents and our transformation as a purpose-led business. As we evolve our working culture and progress through our transformation, this role will ensure that staff come with us on our journey and are part of shaping and driving change.

How you'll make a difference

Reporting to the Internal Communications and Engagement Lead, you'll deliver content and campaigns across all our internal channels. Your work will be creative, inclusive and energising, informed by good understanding of our business, our working culture and the challenges facing NHG. Supported by colleagues across a renewed Corporate Affairs Function, you'll bring to life NHG's social purpose and performance improvement with our colleagues: your work will be central to NHG's transformation as we make progress towards being a truly resident-focussed organisation.

How you'll do it

- Devise, manage and deliver proactive internal communications campaigns and strategies to drive engagement for NHG's workforce (both permanent employees and contractors).
- Deliver the monthly 'In the loop' cascade to managers, driving uptake and engagement and measuring impact.

- Deliver email communications to the workforce as needed, including a weekly round-up and CEO/leadership communications.
- Devise and deliver content and campaigns which embed NHG's commitment to equality, diversity and inclusion and contribute to colleagues' well-being in a supportive and emotionally-intelligent workplace.
- Support internal culture and transformation activities with internal communications that drive change and engage the workforce.
- Deliver monthly NHG@Home townhall meetings, ensuring these are well-planned, executed and engaging.
- Oversee a content calendar for the intranet (Milo) which engages and informs the workforce.
- Oversee awaydays across NHG, ensuring they are planned strategically and in line with a business-wide approach, while ensuring resonance with all teams.
- Drive initiatives that embed our values and strengthen a shared inclusive culture - ensuring communication reflects and celebrates the diversity of our people, especially across frontline and geographically dispersed teams.
- Contribute to crisis and incident response when needed.
- Role model inclusive and values-led collaboration, fostering trust, collaboration and accountability.

Ensure that you follow and keep up to date with all relevant Notting Hill Genesis and statutory policies and related procedures including health and safety and financial regulations.

- Hybrid arrangements - at least two days a week in an office. On other days, working from home may be possible, depending on the work and the interaction required.

All about you

Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. Please [refer to the framework](#). This role is at **officer** level.

Essential knowledge, experience and skills including qualifications and professional membership

- Relevant experience delivering internal communications content, campaigns and programmes in a relevant in-house role.
 - Strong writing and copy-editing skills, with the ability to distil complex issues into clear, compelling messaging.
 - Experience working with creative services colleagues to brief them and oversee the production of engaging and accurate content.
 - Experience producing video and multimedia content for internal audiences.
 - Good understanding of the expectations and engagement requirements of internal audiences, with a commitment to sustaining a close relationship and understanding of all operational teams.
 - Ability to work across functions to create and deliver solutions that support NHG-wide goals and long-term business success.
 - Experience collaborating with the business, adding value to operational colleagues and advising them on communications strategies and approaches to make a meaningful impact.
- Active interest in the broader communications and corporate affairs sector, able to spot and incorporate ideas and approaches used elsewhere.
 - Digitally literate, resilient, and agile - comfortable operating in a fast-moving regulated environment with constant political and media attention and scrutiny.