



Graphic and Multimedia Officer

People Directorate > Corporate Affairs Function

What's it all about

This is an exciting time to join NHG's transformation journey. 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. Working within the Corporate Affairs function, you'll help create engaging visual and multimedia content that supports our communications, brand and business objectives.

Reporting to the Head of Corporate Brand and Communications, you'll work alongside colleagues across the Corporate Affairs team to produce creative assets for internal and external audiences. This is an excellent opportunity for someone looking to develop their creative, digital and multimedia skills while gaining experience in a fast-paced in-house communications environment.

How you'll make a difference

You'll help create content that informs and engages colleagues, residents, partners and stakeholders. Working under the guidance of senior team members, you'll produce high-quality graphic design, photography, video and digital content that supports NHG's brand and strategic priorities.

You'll contribute to a range of communications projects, helping to bring NHG's story to life through creative and accessible content. You'll also support the team in adopting new tools, technologies and ways of working to improve how we communicate and engage with audiences. Your work will help showcase NHG's social purpose, strengthen engagement with key audiences and support the organisation's transformation journey.

How you'll do it

- Support the delivery of graphic design, photography and video projects across a range of communication channels.
- Create and update branded materials including newsletters, presentations,

leaflets, posters, social media graphics, templates and other communication assets.

- Assist with photography and video production, including planning, filming, editing and content preparation.
- Work with colleagues to interpret creative briefs and deliver content that meets agreed objectives and timelines.
- Ensure all materials are consistent with NHG brand guidelines and accessibility requirements.
- Support the maintenance and organisation of NHG's digital asset libraries, including photo, video and design files.
- Assist in coordinating external suppliers such as printers, photographers and videographers when required.
- Contribute ideas for creative campaigns and communications activity.
- Work collaboratively across the Corporate Affairs team to support wider communications and engagement objectives.
- Keep up to date with design trends, digital communications tools and best practice in accessibility and inclusion.
- Support initiatives that promote NHG's values and celebrate the diversity of our colleagues, residents and communities.
- Follow all relevant NHG policies, procedures and statutory requirements.

All about you

Our values set out what we stand for. You'll need to demonstrate how you embody these values through your work and interactions with colleagues and stakeholders.

We succeed together

By working as one and respecting diverse perspectives, we support each other to consistently deliver better outcomes for our residents and communities.

We keep our word

We do what we say we will do, and act with integrity and ownership to build trust and provide the high-quality service people expect from us.

We do better every day

We are always looking for better ways to work and raising standards and strengthening communities through continuous improvement.

Essential knowledge, experience and skills

- Some experience in a graphic design, multimedia, communications or marketing role through employment, apprenticeship, placement, voluntary work or freelance projects.
- Experience creating visual content for digital and print channels.
- Good working knowledge of Adobe Creative Cloud applications, particularly InDesign, Photoshop and Illustrator.
- Basic photography, videography and video editing skills, with a willingness to continue developing these capabilities.
- Understanding of branding principles and the importance of maintaining visual consistency.
- Knowledge of accessibility and inclusive design principles.
- Familiarity with content management systems, social media platforms or email marketing tools.
- Good organisational skills, with the ability to manage multiple tasks and deadlines.
- Strong written and verbal communication skills.

- Ability to work collaboratively and build positive relationships with colleagues across the organisation.
- Confidence in learning new technologies and digital tools.
- A proactive attitude, curiosity and willingness to learn from feedback and experience.
- A degree, HND, apprenticeship or equivalent qualification in graphic design, digital media, multimedia or a related discipline, or relevant practical experience.

Desirable knowledge and experience

- Experience using Adobe Premiere Pro, After Effects or similar video editing software.
- Experience of creating content for social media and internal communications channels.
- Knowledge of HTML and CMS platforms.
- Experience working with photography and digital asset management systems.
- Understanding of the housing, public sector or not-for-profit environment.

What success looks like

- Producing high-quality, engaging creative content that supports NHG's communications objectives.
- Building strong working relationships with colleagues across Corporate Affairs and the wider organisation.
- Consistently applying NHG's brand standards and accessibility requirements.
- Delivering tasks and projects on time and to a high standard.
- Demonstrating continuous learning and development across design, multimedia and digital communications disciplines.
- Contributing positively to a collaborative, inclusive and values-led team culture.