



Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the post holder.

Job title: Head of Internal Communications (Maternity cover)

Division: Communications Division

Accountable to: Director of Communications and Public Affairs

Job Summary:

LSE is focussed on improving the student and staff experience, and is undertaking a range of initiatives to improve engagement across the School. The Head of Internal Communications has a key role in driving change and supporting School-wide and department initiatives. The post holder will be responsible for managing the internal communications channels and will have an ability to respond to and manage high pressure and fast-developing situations.

The post holder is expected to be a point of contact for advice and expertise for internal communications matters, and will be required to draft copy for senior management. The post holder will also work as required on cross-School projects providing communication advice as necessary.

Duties and Responsibilities

1. Improve Internal Engagement

- Implement engagement and change management activities to respond effectively to a complex internal environment balancing provision of a clear direction of travel with encouraging increased levels of engagement.
- Measure the effectiveness of internal communications messages and channels on an ongoing basis and make recommendations to review and amend the strategy as appropriate
- Develop strong and consistent internal communications to enable the School community to share information and understand strategic developments. Ensure that internal and external messaging is consistent. Develop networks across the School of communicators, bloggers and web editors to share best practice.
- Deliver and embed the new student app.
- Implement an authentic internal School voice and support the development of a transparent and open internal communications environment.

2. Manage day-to-day internal communications

- Manage day-to-day internal communications mechanisms
- To encourage good practice in internal communication through benchmarking and other research
- To ensure alignment of internal and external communications
- To ensure alignment of internal colleague communications across all parts of the School
- To develop communication processes which support the creation of an inclusive



environment, as well as dialogue between staff and students

- To work with key stakeholders across the group to ensure consistency and effectiveness of internal communications (including Directorate and Council, School Secretary, ARD, HR, IMT, Research Division, Estates, etc.).
- To provide leadership across the School on internal communications issues and practice.
- To develop effective and appropriate evaluation mechanisms for internal communications processes.

3. Management and leadership

- The post holder will line manage a team of internal communications staff and will be required to undertake the complete employee lifecycle from recruitment, induction and annual career development reviews to managing any concerns.
- The post holder will motivate and provide leadership to their team and other colleagues within the Division

4. Manage budgets and financial responsibilities

- Oversee and manage internal communication budgets and funding, ensuring all relevant School financial regulations are met and good value for money is achieved when managing suppliers.

5. Contribute to Divisional management

- With other senior managers in the Division contribute and play an active part in the Division undertaking any necessary projects and attending meetings as necessary.

Flexibility

To deliver services effectively, a degree of flexibility is needed, and the post holder may be required to perform work not specifically referred to above.

Environmental Sustainability

The post holder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy.