



THE ROYAL COLLEGE OF NURSING OF THE UNITED KINGDOM

JOB DESCRIPTION FORM

Job Title: Internal Communications Officer

Department: Communications

Reports to: Senior Group Internal Communications Officer

Key relationships:

Communications department colleagues
People and OD department colleagues

Hours: 17.5 hours per week, job share
(Required to work flexibly to meet the requirements of the job. Occasional travel within the UK with occasional overnight stays and extended days required to fulfil the duties of the post)

Grade: G

Location: UK HQ with hybrid working

JOB PURPOSE

The post holder will work alongside their job share partner to support the Head of Internal Communications to develop and implement effective internal communication and engagement activities, in line with the RCN Group's organisational strategy and priorities.

With a focus on maintaining and developing the intranet as a key communication channel, the post holder will also produce and deliver electronic, print and face to-face activities for an internal audience.

By facilitating the sharing of information, ideas and knowledge, the post holder will work to boost employee engagement and consequently enable the RCN to become a more effective employer.

KEY RESPONSIBILITIES

1. Specific role responsibilities

- Support the Head of Internal Communications to deliver a programme of internal communications and engagement activities for the RCN, leading on specific projects when required.
- Write, edit, monitor, moderate and upload intranet content to ensure that it is up-to-date, reflects current organisational priorities and standards, and minimises risk. The post holder will also work closely with intranet content authors from across the organisation to develop new content, proofread and edit their submissions and provide practical and problem-solving assistance.
- Monitor and evaluate the effectiveness of internal communication and engagement channels and campaigns, as directed by the Head of Internal Communications.
- Write and edit content for all digital channels, including the intranet, electronic newsletters and the Health and Wellbeing bulletin.
- Proactively maintain an electronic calendar of key deadlines, events and projects to inform the team's work.
- Support the Head of Internal Communications to co-ordinate internal events, including all-staff briefing sessions and Live Q&As.
- Produce a range of communication materials, including posters and leaflets, to support key internal campaigns in liaison with internal designers.
- Respond proactively to communication and engagement challenges by developing communications plans that inform messages, consider different audiences and suggest appropriate channels as required.
- Work closely with the RCN's Media, Magazine, Digital, Campaigns and Creative, Publishing and Production teams to ensure consistent messages and an integrated approach to communication activity.
- Cover the work of the Head of Internal Communications when required.
- Contribute to and support the development of new systems and ways of working.
- Act as an advocate for the team and its channels, and be an example of best practice.

2. Financial responsibilities

- To code invoices to the appropriate financial codes included in the budget i.e., cost centre, project/resource and account codes in compliance with the RCN's Finance Policy.
- Manage own financial responsibilities such as raising and receipt purchase orders.
- Comply with the RCN Financial regulations and related policies to safeguard the assets of the RCN.

3. Additional responsibilities

- Champion equity, diversity, inclusion and human rights and be responsible for contributing to achieving the commitments set out in the RCN Group equality, diversity and inclusion statement.
- Treat colleagues, members, customers and others with respect in line with our values and Our Respect Charter.
- Maximise all opportunities available to:
 - encourage member recruitment and promote the benefits of joining the RCN
 - promote the RCN as the organisation that represents nurses and nursing, and that promotes excellent in practice and shapes health policies
- Support member ballot and industrial action activities when required.
- Comply with the RCN Data Protection Policy, Retention Schedule and department procedures to ensure personal data is always protected.
- Undertake any other duties as requested in line with the job role.

Job description updated by:
Laura Wager, Head of Internal Communication
5th June 2025