**Job description**

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| **Role title:** | Communications and engagement manager | | | | | | | **Version number:** | | 1.1 |
| **Reports to:** | Head of People | | | | **Directorate:** | | | People team | | |
| **GGS:** |  | | | | **Location:** | | | Reading | | |
| **Organisation structure & department profile:** | This role supports the People team to deliver the full MBNL people agenda. We believe it’s the people who are at the heart of MBNLs success. So we’re all about ensuring MBNL’ers have the right environment and information to thrive and shine. | | | | | | | | | |
| **Created by:** | **Director:** |  | | | | | **Date:** | |  | |
| **HR Partner:** | Sarah Molloy | | | | | **Date:** | | 06 June 2016 | |
|  |  | | | | | | | | | |
| **Role purpose:** | To lead, design and deliver the internal communications and engagement activity across MBNL and into Shareholder and Partners as appropriate.  To support the Head of People to build and embed the culture at MBNL and ensuring we present our employer brand and behaviours consistently.  To ensure we have a healthy and well equipped office environment that supports our teams to do their jobs. | | | | | | | | | |
| **Key Responsibilities & Accountabilities:**  **(In priority order)** | * Support the Head of People to define, build and grow MBNL’s culture * Deliver initiatives identified in the People agenda that drive improvement and a high performance culture * Line manage the Office Mgr / Property assistant PA enhancing office and facilties standards * Build strong internal networks and drive change management, communication and leadership of C&E initiatives. * Provide counsel, guidance and tools to managers and senior leadership as to best practices in communicating with employees to elevate productivity, performance and pride. * Lead and manage the MBNL internal engagement survey implementation, ensuring the leadership team (and MBNLers as appropriate) has access to insights that inform positive change. * Drive and maintain internal communication systems that will continually embed the culture and values of MBNL influencing the behaviour of colleagues * Develop strategies and initiatives that enable all employees to engage and align to the strategy and help articulate and develop new ways of working that are required to deliver the organisations goals. * Drive the development and implementation of MBNL’er recognition initiatives that are valued across the organisation at all levels and ongoing ownership * Support the HR function to develop engaging communications that reflect our employer brand and attract top talent to the organisation * To ensure that our internal intranet reflects our employer brand, culture and continues to be a relevant and useful platform for employees * To oversee MBNL social activity and performance update events including monthly socials, Christmas and summer parties, and the annual Shine event * Oversee adhoc projects that further enhance the colleague and customer/shareholder experience | | | | | | | | | |
| **Key Challenges:**  **(in priority order)** | * **Culture and engagement** * To support the business to embrace new ways of working and continue to measure monitor and act as an ambassador for cultural change * To design and deliver a process around engagement monitoring that delivers actionable insights and improvements * **Communication strategy** * To ensure that in a challenging and changing environment MBNL’ers understand what they need to do to support our organisations goals, our Shareholders and their customers * **Office mgt** * To work with the Office Manager/Property PA to improve office environment standards * **Content and channel managament** * To ensure all internal communication channels (Yammer, Hive, digital signage, newsletter) are up to date with engaging content that’s useful and relevant for all MBNLers | | | | | | | | | |
| **People Management:** | **Line Manager?** | | | | | | | Yes | | |
| **Virtual (project) Manager of people?** | | | | | | | yes | | |
| **Responsible for:**  allocation of work (task based)  setting direction (objective based)  performance management  recruitment  absence management | | | | | | | yes  yes  yes  yes  yes | | |
| **No of direct reports:** | | | | | | | 1 | | |
| **Overall team size (headcount):** | | | | | | | 1 | | |
| **Other People Mgt comments:** |  | | | | | | | | | |
| **Financial:** | **Budget manager** | | | Yes | |  | | | | |
| **OPEX responsibility** | | | Circa £270k | |  | | | | |
| **CAPEX responsibility** | | | £ | |  | | | | |
| **P&L responsibility** | | | £ | | direct / indirect / n/a | | | | |
| **Other Financial Impact comments:** |  | | | | | | | | | |
| **Key Relationships:**  **(level, nature & purpose)** | **within own function:**  The C&E manager will work closely with the People team manager to ensure culture and engagement activities are aligned to the People agenda  The C&E manager will work with, coach and manage the Office manager/Property PA and receptionist to deliver high standards of service and care in our office environment  **across other function:**  The C&E manager will ensure key stakeholders are regularly communicated to and buy in is sought and agreed i.e. the Leadership team, commercial and legal  **external suppliers:**  The C&E manager will work will selected agencies with different areas of expertise to delivery strategies  **external customers:**  The C&E manager will develop relationships with key stakeholders within Three and EE as appropriate to facilitate organisational level communcations | | | | | | | | | |
|  | **Other key relationship comments:** | | | | | | | | | |
| **Key MBNL behaviours** | **Shine:** Be an ambassador for MBNL.Be courageous and resilient. Grow and stretch yourself, rise to the challenge  **Collaborate:** Be positive. Actively seek others out and build effective relationships. Have open, honest & transparent conversations  **Deliver:** Create a plan, regularly review and measure against that plan. Have a can-do attitude, learn from your experience  **Lead:** Create, innovate and inspire. Challenge the norm and bring people on the journey | | | | | | | | | |
| **Critical Knowledge & Experience (non time related):** | **professional / technical**  professional qualifications or equivalent; technical skills | | | | | | | | | |
| **must have:** | | Excellent influencing skills  The ability to create strong cross functional networks  The ability to turn complex, dry and sometimes technical information into engaging content  Excellent facilitation skills  The ability to lead cross functional teams to deliver a shared goal  Previous experience of planning and delivering communication campaigns and projects  Excellent writing and editorial ability for paper, screen and face-to-face communications | | | | | | | |
| **nice to have:** | | Experience of managing a team  Experience of using share point as a communication tool  Excellent PowerPoint skills  Web design skillsHTML and web design skills using Adobe Dreamweaver or similar  Word press or similar content management system  Experience of delivering and managing enagement surveys and using these to positively improve organisations  An understading of organisational culture and how to shape, change and embed it  Digital design experience using Adobe Illustrator and Adobe Photoshop  Video editing skills using Adobe Premier Pro  A recognised marketing/communications qualification such as CIM, CIPR or IDM | | | | | | | |
| **business / context**  internal company knowledge (policies; procedures; strategies); industry background; knowledge of external market | | | | | | | | | |
| **must have:** | | Understand of communications channels | | | | | | | |
| **nice to have:** | | An understanding of the telecoms industry and the complex JV enviroment | | | | | | | |
| **Any other comments:** |  | | | | | | | | | |