

Role and responsibilities

Identity

Position title	Internal communications executive
Date	14 February 2016
Line Manager title	Internal communications manager
Grade	11

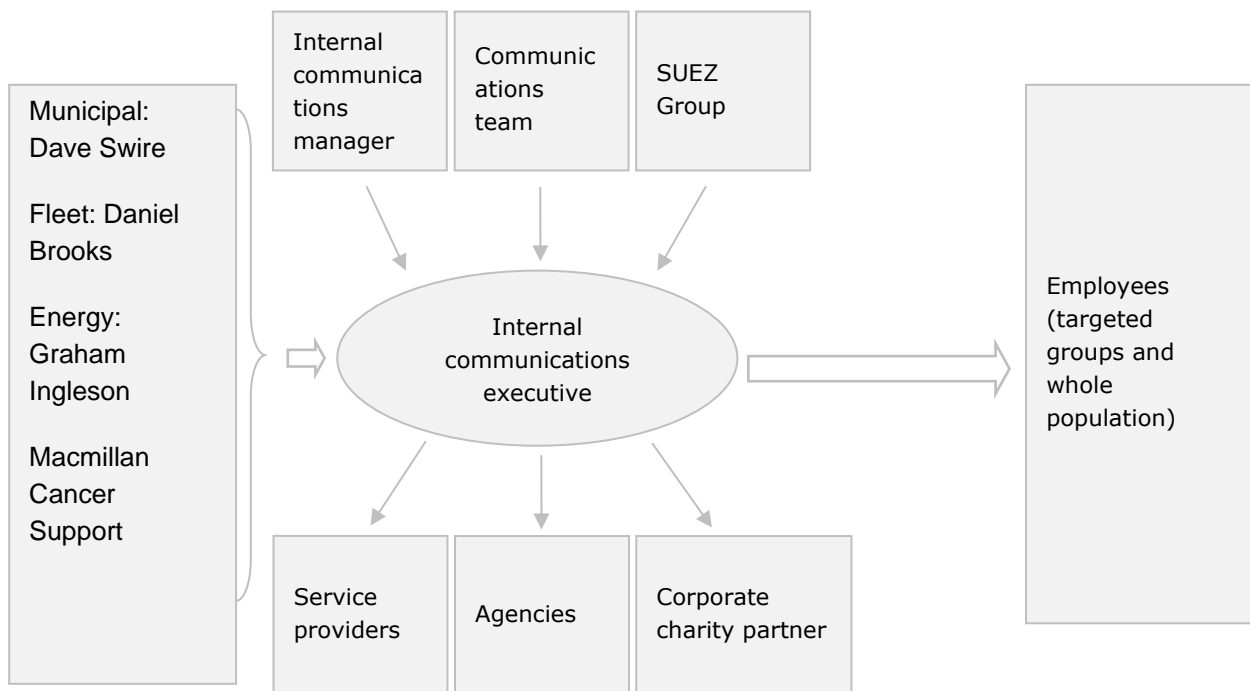
Purpose

(the 'why' of the position, within which limits and according to what objectives)

Why	<p>The internal communications executive provides support to the internal communications manager.</p> <p>The role is responsible for providing tactical support and, with input from the internal communications manager, producing content and collateral for agreed communication plans.</p> <p>Day-to-day, the internal communications executive maintains and administers existing internal communication channels (for example, SUEZ TV and the intranet), working closely with stakeholders to resolve issues and schedule content. The executive will manage the day-to-day running of the SUEZ TV network, controlling the issue of licenses, delivering training and support to users, and monitoring usage and content creation.</p> <p>The role involves researching, editing and delivering timely and targeted content for internal communication channels, including the intranet, SUEZ TV, newsletters and the company magazine.</p> <p>The internal communication executive takes responsibility for the administrative tasks associated with internal communications function – such as requesting and maintaining distribution lists, updating the internal communications planner and monitoring internal communication email accounts.</p> <p>The role involves working with a diverse range of stakeholders, from senior managers to operatives and technicians. The executive will be the first point of contact for general internal communication questions, providing help and advice.</p> <p>The executive will support the internal communications manager and wider team in the delivery of internal events, including internal conferences. They will take a leading role in organising events that form part of our corporate social responsibility programme.</p>
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	<p>In order to evaluate internal communication activity, the executive will work closely with the internal communications manager to organise focus groups, analyse data and develop recommendations.</p> <p>The internal communications executive will work closely with the corporate affairs team, to collate information about local regional activity (as appropriate). Similarly, the executive will work closely with the brand and design team to ensure all collateral is produced in line with the SUEZ visual identity guidelines.</p> <p>The internal communications executive should be passionate about internal communications and keen to progress their own expertise (with support from the wider team and external training when available).</p> <p>The executive is responsible for contributing to the departmental strategy and for delivering actions to help achieve it.</p>
Within	<p>SUEZ Group's visual identity guidelines</p> <p>Communications departmental strategy</p>
According to	<p>Protocols and procedures set by the SUEZ Group, Internal Communications Manager, Head of Communications,</p>

Key stakeholder interaction network



Ideal candidate experience

Internal communications background, including one to two years' experience in a communications role.

An excellent working knowledge of effective internal communications.

Educated to degree level. Qualifications in English language, business or communications preferable.

Excellent creative written and spoken skills. Able to write and produce good quality content under pressure and at short notice.

Strong attention to detail.

A supportive and collaborative attitude. Happy to work as part of a team.

Passion for internal communications.

Expert in using Microsoft Word, Excel and PowerPoint.

Experience of using CMS and digital communication platforms e.g. Newsweaver, Signage Live.

Excellent interpersonal skills and the ability to translate technical information into a digestible format.

The role will involve some travel to different parts of the UK, so ideally the candidate will hold a current driving licence.

Area one - customer (internal)

Details	Delivery measure
<ul style="list-style-type: none"> Assist the internal communications manager with the development and delivery of communication plans and campaigns for internal stakeholders. Develop strong relationships with internal stakeholders, providing them with an excellent standard of support and service. Ensure internal stakeholders are aware of procedures and policies with regard to communications, design, brand, web and intranet. 	<p>Plans produced - objectives achieved.</p> <p>Internal stakeholder feedback.</p>
In order to	Help internal customers to deliver their business objectives by providing help and support with all internal communication matters.

Area two - communication

Details	Delivery measure
<ul style="list-style-type: none"> Write and edit content for a variety of internal channels, including the employee magazine, intranet, SUEZ TV announcements, newsletters, booklets, handbooks etc. Review, edit and proof content for a variety of communications and ensure it meets branding and house style guidelines. Use internal systems to publish intranet news and newsletters, as well as to issue company-wide announcements as required. Work with the internal communications manager to interview employees for various different internal channels and ensure employee voice is represented in messaging. 	<p>Analytics / readership</p> <p>Publications issued on time.</p> <p>Internal communications focus groups</p>
In order to	Create compelling communication that delivers business objectives.

Area three - event management

Details	Delivery measure
<ul style="list-style-type: none"> Assist in the planning, organisation and delivery of employee conferences. This includes managing attendee lists, registration, administrative tasks, venue finding and coordinating content. Working with the internal communications manager, take a lead role in delivering events to support our fundraising activities with our corporate charity partner, Macmillan Cancer Support. This involves working on all aspects of the project from concept development, event planning, logistics, working with stakeholders, helping to deliver the communications plan and event support. Arranging stakeholder and committee meetings. Taking minutes and actions. 	<p>Event attendance rates and feedback scores.</p> <p>Participation in charity events and amount raised.</p>
In order to	Ensure all events are well organised and meet set objectives.

Area four - administration

Details	Delivery measure
<ul style="list-style-type: none"> Manage licences for SUEZ TV, monitor usage and content updates, facilitate/support the municipal administrator network, provide training and support to users, produce reports. Resolve issues, answer queries. Maintain and update stakeholder distribution lists used for various electronic and hard copy mailings. Source images for various internal channels, ensuring they are consistent with brand guidelines, as well as health and safety best practice. Provide general support to the whole communications team by helping to deliver projects and initiatives as required. Contribute towards team messaging and brainstorming sessions in order to ensure that all materials produced by the communications team remain fresh and creative. 	<p>Up-to-date licence holder lists.</p> <p>Regular usage, content and issue reports produced.</p> <p>Attendance and actions from municipal administrator network meetings.</p> <p>Bounce backs and return rates.</p>
In order to	Ensure the team delivers the 2017 communication strategy.

Please note

1. In line with our Values and Ethics Charter, the job holder is expected to:
 - Act in an honest, responsible and respectful manner to others.
 - Be responsible for their own professional conduct.
 - Comply everywhere and in all circumstances with the laws and regulations connected with their activities.
 - Comply with our obligations to other parties such as shareholders, associates, clients, suppliers and the community.
 - Ensure the health, safety and wellbeing of employees, customers and other personnel at all times.
2. The content of this job description reflects the main duties and responsibilities of the job and are not intended to form part of the contract of employment. SUEZ may revise the content of the role and responsibilities at its discretion.