



Job Title: Internal Communications Support Officer

Grade: 5

Salary: £26,038 to £30,505 per annum, pro-rata if part-time

Department: External Relations

Hours/Contract: Full-time or job share, fixed term contract till 02 December 2025

Job Family: Management and Administration

Reference: 11467

Role Purpose

Working across the internal communications function of the Communications team, the Internal Communications Support Officer will have a passion for creating content that informs, engages and inspires our Citizens. They will be responsible for developing content for digital and print channels predominantly for staff but also for students where projects require.

The post holder will enhance staff perceptions of the University and morale, celebrate their successes and promote services and opportunities to them across multiple channels in accessible, engaging and tailored ways. This will also support promoting and protecting the University's reputation.

Reporting to the Internal Communications Manager (Staff), the post holder will have excellent written and digital communication skills, and experience writing for digital, email newsletter, internal social media and print platforms. The post holder will also be able to produce videos and photographs suitable for an internal audience where required, which include interviews with staff and event coverage, to bring internal stories to life where appropriate.

They will be able to produce, schedule and maintain high quality, proactive and reactive content suitable for staff audiences, and will have experience data gathering and monitoring success to demonstrate impact. They will own elements and page of the intranet My Workspace (SharePoint).

Core elements of the role include writing copy, proof reading, supporting and producing content for the staff and student intranets, developing case studies to celebrate successes, interviewing staff members, writing, building and distributing newsletters, project management, filming key communications and having an eye for a good photo opportunity. Sourcing and creating content for the email newsletter is a key component of the role and is a weekly priority, so experience building newsletters is essential.

Main Duties and Responsibilities

Content Production

- Produce and schedule digital content for central communications channels, such as intranet, social media, newsletters, including photography, video and text-based content.
- Monitor, maintain, support and produce content for the student and staff intranets, including copywriting, content curation and creation of intranet pages.





Monitoring and Reporting

- Monitor digital channels, responding to interactions.
- Data gathering, analysis and reporting, including creating communications reports to assess impact.

Projects, Events and Activities

- Communications lead on projects identified by the Internal Communications Manager (Staff), including representation at working/task and finish groups. Support manager with projects and day-to-day tasks.
- Support projects relating to staff voice, such as focus groups or surveys.
- Support events and activities within the wider team as required, including event delivery and photography.
- Create communications plans to ensure clarity amongst stakeholders and manage own projects to deliver plans.

Internal and External Relationships

- Reports to the Internal Communications Manager (Staff)
- Work closely with the wider Communications and External Relations teams, attending meetings
- Work closely with communications staff across the University, both professional services and academic, and the Students' Union to maximise opportunities for collaborative communication and cross-promotion
- Liaise with external agencies where appropriate

Planning and Organising

- Develop communications plans and reports
- Plan own workload effectively, managing and reporting on multiple projects and simultaneously in a fast-paced environment with changing priorities

Qualifications, Knowledge and Experience

Essential

- Academic or vocational qualifications (NVQ 3, general education to A Level, City and Guilds or equivalent) plus experience in a relevant role or significant relevant work experience in a comparable setting*
- Knowledge and experience of producing content for digital and print platforms*
- Knowledge and experience of producing and distributing newsletters*
- Knowledge of, or experience using, content management systems*





- Knowledge of, or experience using, analytical tools
- Experience of communicating with a diverse range of audiences
- Experience of regularly reviewing analytics data to achieve targets*

Desirable

- Experience of producing video content for digital platforms
- Experience of taking photographs at events
- Experience of using Photoshop or Canva
- Experience of writing and assembling news stories/case studies, including interviewing the subject
- Experience in updating intranet systems such as My Workspace (SharePoint).

Skills, Abilities and Competencies

Essential

- Excellent content writing skills, with the ability to adapt tone of voice to different channels and audiences*
- Great attention to detail and ability to proof-read
- Able to perform well as part of a team
- Able to be flexible and work calmly and effectively under pressure with last minute changing priorities
- Excellent interpersonal skills, with the ability to communicate with a wide range of people*
- Good IT skills, including proficiency in Microsoft Office, particularly Excel and Word, and Microsoft Teams*
- Self-motivated, with the ability to use own initiative and manage workload effectively
- Willingness to occasionally work evenings or at weekends
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Desirable

- Ability to contribute to communications strategy by proactively identifying opportunities and how to act on them

****Criteria to be used in shortlisting candidates for interview***

Reason for Fixed Term Contract

The reason for the fixed term contract is stated in section 1.9 in the summary of contractual terms in your contract of employment.





Criminal Declaration

If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.

Supporting University Activities

As a University of Leicester citizen, you are expected to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We expect all staff as citizens to work flexibly across the University if required.

University Values

Inclusive - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

Inspiring - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

Impactful - As Citizens of Change we will generate new ideas which deliver impact and empower our community

Equity and Diversity

We believe that equity, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equity support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equity, diversity and inclusion.

