

Role Definition

Job Title: Senior Internal Communications Coordinator
Reporting To: Internal Communications Manager on a day to day basis, and ultimately Head of Communications

Responsibilities

- Write and edit internal content for internal communication channels including news articles, video scripts, podcasts, digital screens, documents and policies using the Foster + Partners internal tone of voice.
- Manage the scheduling and prioritisation of content across multiple channels, including devising compelling internal campaigns for strategic projects
- Take responsibility for updating, developing and editing the Practice Handbook, the online guidebook for all employees both in London and overseas.
- Ensure consistency of messaging, tone and style, across our internal channels, to increase awareness and engagement, facilitating understanding and encouraging participation.
- Strategically manage and plan communications for HR projects, including EDI, L&D and Reward and Benefits content.
- Oversee adaptation of external content and press releases as appropriate for internal audience.
- Plan and manage the internal sharing of external talks and presentations given by Foster + Partners employees.
- Advise design teams on impactful ways to highlight their work internally.
- Assist in creating and implementing a process for notifying all employees of updates to existing policies and new policies.
- Working with the IT team, plan developments and upgrades to the intranet, to increase engagement and improve user experience.
- Support the Internal Communications Manager, contributing, or otherwise assist, as required.
- Contribute, or otherwise assist, as required.
- Equity, diversity & inclusion (EDI) is a core priority. To support and champion the embedding of this focus as a collective workforce responsibility, EDI should be integrated, where relevant, into all workstreams.
- Thorough knowledge of and compliance with F+P procedures and standards.

Qualities and Skills Required

- Able to demonstrate ability to undertake the above responsibilities.
- Legally able to work in the country in which the position is based.
- Proven experience of writing, editing and proofreading texts in a marketing or internal communications role
- Attention to detail
- Can identify key messages and translate information into accessible content.
- Ability to build and maintain strong relationships across the organisation.
- Preferably experience of working in a creative practice or global organisation.
- Fluency (spoken and written) and thorough knowledge of the English language is essential
- Excellent verbal communication skills.
- Excellent organisational skills.
- Able to manage sensitive and sometimes confidential information.
- Self-motivated and able to take responsibility.
- Able to demonstrate initiative and a proactive approach to daily tasks.
- Good interpersonal skills and able to work independently and as part of an effective team.
- Flexible attitude.
- Able to build good relationships at all levels, internally and externally.

- Resilient to cope with conflicting demands, able to prioritise duties and work effectively under pressure.
- Able to work as part of an effective team assisting and supporting team members.

This description reflects the core activities of the role but is not intended to be all-inclusive and other duties within the group/department may be required in addition to changes in the emphasis of duties as required from time to time. There is a requirement for the post holder to recognise this and adopt a flexible approach to work. Job descriptions will be reviewed regularly and where necessary revised in accordance with organisational needs. Any major changes will be discussed with the postholder.