



## Job Description and Person Specification

### Summary

Job title:	Internal Communications and Engagement Coordinator
Area:	Corporate Communications
Reference:	EHA2166-0326
Grade and Salary:	Grade 4. Points 15-18. £26093 - £28031 per annum.
Contract Type:	Permanent
Hours:	Full Time (36.25 hours per week)
Location:	Campus based role. Ormskirk, Lancashire, L39 4QP
Accountable to:	Head of Communication and Engagement
Reporting to:	Internal Communications Manager



## About the Role

The Internal Communications and Engagement Coordinator will provide day-to-day planning, delivery and administration of internal communications and engagement activity across the University.

Working closely with the Internal Communications Manager, you will create clear, engaging and consistent communications that connect colleagues with the University's mission, values and priorities.

The role focuses on supporting content creation, channel management and administrative processes for the internal communications function, ensuring that staff are kept informed and engaged through accessible and timely updates.

You will build positive working relationships with colleagues across departments, helping to gather information, draft content and coordinate requests, while developing their skills and confidence in internal communications.

## Duties and Responsibilities

### Internal Communications Support

1. Coordinate the preparation, drafting, editing and formatting of internal communications materials, including intranet content, email communications, newsletters and other digital materials, ensuring consistency with brand and tone of voice guidelines.
2. Lead on the delivery of routine internal communications activity, including staff updates, announcements and campaigns.
3. Source and draft staff news stories and features that highlight achievements, initiatives and events from across the University.
4. Manage the scheduling and posting of content across internal channels, including SharePoint, staff newsletters and digital screens, helping to maintain a regular flow of timely information.
5. Coordinate and deliver proof-reading support and quality checks to ensure content is accurate, clear and accessible before publication.

## **Channels and Content Administration**

1. Maintain the routine updating of University intranet sites, ensuring content is accurate, accessible and up to date, escalating more complex changes or technical queries to the Internal Communications Manager.
2. Coordinate the internal communications content calendar, logging planned stories, announcements and campaigns to support effective scheduling and coordination.
3. Upload and organise documents, images and other assets within agreed structures on SharePoint and shared drives, following established naming and filing conventions.
4. Monitor engagement on key internal channels (for example, intranet analytics, email open rates where available) and provide simple summaries or reports to the Internal Communications Manager.

## **Stakeholder and Team Support**

1. Liaise with colleagues at different levels and across departments to gather information, updates and content to support internal communications outputs, under the guidance of the Internal Communications Manager.
2. Manage the team communications request process and shared inbox, ensuring enquiries are logged, acknowledged and either responded to or escalated in a professional and timely manner.
3. Provide effective administrative support to the internal communications function, including arranging meetings, preparing agendas, taking notes and following up on actions where required.
4. Maintain shared drive filing systems and other Microsoft tools such as Planner or Teams to support the efficient operation of the Communications and Engagement team.

## **Campaigns, Projects and Events**

1. Support communications activity for key internal campaigns, projects and staff-facing events, such as Graduation Week or staff briefings by helping with logistics, content preparation and promotion.

2. Assist with the creation and distribution of supporting materials (for example, slides, event summaries and reminder messages) under the direction of the Internal Communications Manager.
3. Capture feedback from staff on internal communications campaigns and events through simple surveys or informal channels, sharing insights with the Internal Communications Manager.

### **Compliance, Standards and Continuous Improvement**

1. Ensure all internal communications activity complies with University policies, including data protection, accessibility, brand and equality, diversity and inclusion requirements, referring to the Internal Communications Manager where clarification is needed.
2. Follow agreed processes, templates and style guidelines to support consistency and quality across all internal communications outputs.
3. Contribute to the continuous improvement of internal communications processes by suggesting practical improvements based on day-to-day experience of tools, channels and workflows.

### **Professional Development and Wider Contribution**

1. Participate in relevant training and development activities to build skills in internal communications, digital content and employee engagement.
2. Contribute positively to the work of the Communications and Engagement team, demonstrating a collaborative and proactive approach.
3. Act as the department representative for appropriate groups and committees as required, with support from the Internal Communications Manager.
4. Undertake any other duties commensurate with the nature and grade of the post as required to support the effective delivery of internal communications and engagement across the University.

In addition to the above all Edge Hill University staff are required to: adhere to all University policies and procedures; complete all mandatory training and induction modules, including Equality & Diversity and Health & Safety; engage in appropriate learning and development activities; actively participate in performance review; demonstrate excellent customer care; contribute to an inclusive environment for everyone; respect confidentiality; act in a sustainable and environmentally conscious manner; and proactively consider accessibility in all aspects of your work.

## **Eligibility**

Candidates should note that shortlisting will be based on information provided on the application form with regard to the applicant's ability to meet the criteria outlined in the Person Specification attached.

## Person Specification

Please note that applications will be assessed against the Person Specification using the following criteria, therefore, applicants should provide evidence of their ability to meet all criteria. Where a supporting statement is indicated you will be asked to provide a statement of how you meet this criterion within the application form.

## Qualifications

Criteria	Essential or Desirable Criteria	Method of Assessment
Degree with Honours or equivalent qualifications, in a relevant subject area	Essential	Application
Relevant professional qualification or membership of relevant networks (i.e. CIPR or IOIC).	Desirable	Application

## Experience and Knowledge

Criteria	Essential or Desirable Criteria	Method of Assessment
Experience of creating engaging and impactful copy for a variety of audiences with impeccable English.	Essential	Application, Supporting Statement and Test
Experience of developing engaging digital content, including occasional hands-on creation of assets.	Essential	Application and Supporting Statement
An awareness of diversity and equality and implications for communications.	Essential	Application, Supporting Statement and Interview
Experience of using data and insights to evaluate and develop work.	Desirable	Application and Interview
Experience of working in higher education, a similar complex organisation, or within a communications/marketing environment.	Desirable	Application and Interview

Criteria	Essential or Desirable Criteria	Method of Assessment
Experience of developing and maintaining effective working relationships with stakeholders at all levels.	Desirable	Application and Interview

### Abilities and Skills

Criteria	Essential or Desirable Criteria	Method of Assessment
Ability to interpret and manage complex and changing information for non-expert audiences.	Essential	Application, Supporting Statements and Test
Excellent organisational, prioritisation and planning skills demonstrating a resilience to adapt to changing and competing priorities.	Essential	Application, Supporting Statements and Test
Ability to utilise digital technology to maximise resource and engagement, including the use of a wide range of IT applications and Microsoft products.	Essential	Application, Supporting Statement and Interview
Ability to use initiative to address complex problems and come up with innovative solutions.	Essential	Application, Supporting Statement and Interview

## Candidate Guidance and How to Apply

Join our team at Edge Hill University! We're looking for talented individuals to join our dedicated and supportive community and make a difference to our students. At Edge Hill we value the benefits a rich and diverse workforce brings and welcome applications from all sections of society.

### Have any questions?

For informal enquiries about this vacancy, please contact Rachel Arland, Internal Communications Manager at [Arlandr@edgehill.ac.uk](mailto:Arlandr@edgehill.ac.uk)

### Ready To apply:

1. Go to our jobsite - <https://jobs.edgehill.ac.uk/Vacancies.aspx>
2. Find the role you wish to apply for.
3. Click the "**Apply Online**" button on the job advert and follow the easy steps to prepare and submit your application.

### Key points:

- **Closing date:** Please refer to the advert for the closing date for this vacancy. Vacancies automatically close at 23:59pm [GMT]. Please note, that the University may on occasion close a post early if vacancies attract high volumes of applications; we therefore encourage you to prepare and submit your application in good time.
- **Next steps:** We'll contact you by email, usually within two weeks, to let you know if you have been shortlisted.
- **Shortlisting:** Information you provide on your application will be assessed against the person specification for this role. We encourage you to clearly show how you meet the requirements presented in the person specification. We encourage use of specific examples of your experience, knowledge and skills within your supporting statement(s).
- **Pre-employment checks:** Following offer, successful candidates will need to provide original proof of identity, qualifications and professional memberships, and evidence their right to work in the UK. You will also complete a pre-employment health questionnaire to support Edge Hill University make appropriate adjustments to support you in the role.
- **References:** You will be asked to provide details of two referees on your application form. References will be collected following issue of an offer of employment. Guidance on how to select your referees is provided on the form. The University may ask you for alternative or additional referees to cover your previous three years of employment during pre-employment

- **Start date:** A start date will be arranged after pre-employment checks are completed.