

**JOB DESCRIPTION**

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| **Job Title** | Internal Communications Officer (Staff) |
| **Service** | External Relations Directorate |
| **Grade** | E |
| **Location** | Docklands |
| **Reporting to** | Internal Communications Manager (Students) |
| **Line management for** | N/A |
| **Key working relationships: Internal** | Staff of UEL |
| **Key working relationships: External** | External Partners |
| **Contract type/ Hours** | Permanent, Full time |

Build your career, follow your passion, be inspired by our environment of success

**#BeTheChange**

**THE UNIVERSITY OF EAST LONDON**

The University of East London is one of the most diverse and vibrant universities in the global capital. Our pioneering and future-focused careers-first vision is making a positive and significant impact to the communities we serve, inspiring our students, our staff, our alumni and our partners to reach their full potential.

Founded in 1898 to meet the skills needs of the 2nd industrial revolution, we are implementing [Vision 2028](https://www.uel.ac.uk/about/vision-2028) our ambitious 10-year strategy to reshape the face of education through collaborative initiatives alongside industry partners.

Our mission remains to foster inclusive pathways to career readiness for students of all backgrounds whilst driving positive change and measurable impact through our research, global partnerships, and innovative educational models.

We are building an environment of success where colleagues are supported to achieve, and our community can flourish and thrive. We are an accredited Investors in People Award Institution and have achieved the Investors in People Health and Wellbeing Award. As the only University in London to have achieved Silver Awards in Athena Swan Gender Equality and in the Race Equality Charter, we continue our journey to address and reduce barriers to opportunity.

**BRIEF OVERVIEW OF EXTERNAL RELATIONS DIRECTORATE**

We have built an External Relations Directorate that has brought together an integrated Communications & Engagement and Student Recruitment & Marketing service. The directorate is made up of several teams including Communications & Engagement, Marketing, Recruitment and Conversion, Outreach and Access, Change, and Transformation (Design and Digital), Events and Advancement, and the International Office.

We are looking for team members who will be part of the embedding transformation and innovative practice and enjoy working in an agile environment as we try and work towards a

culture of the ‘continuous new’. This is an exciting opportunity as we prioritise building our global and UK profiles with key elements from Vision 2028.

**JOB PURPOSE**

The purpose of this varied role, working as part of an innovative internal communications team, is to plan, deliver and evaluate high-quality internal communications for the university’s students, with a focus on devising creative and compelling communications campaign large and small that achieve measurable results.

**KEY DUTIES AND RESPONSIBILITIES**

* Write clear, compelling, and creative content, often under pressure and to tight deadlines. Accuracy is essential. Ensure that the content is adapted to the channel and the needs of the audience. Create content on behalf of senior staff within the university, including members of the University Executive Board and the wider Leadership team.
* Develop and deliver creative university-wide communication campaigns. This will involve working with multiple stakeholders to identify communication objectives, putting together a plan that delivers key messages to the relevant audiences, utilising wide range of communication channels and measuring the outcomes.
* Be responsible for increasing understanding and appreciation of the work of the Internal Communications team, including developing a network of communication champions.
* Work with a wide range of stakeholders – including staff and students – across areas of the university, particularly in the External Relation Directorate to ensure consistent and joined up internal and external communications.
* Act as an internal communications expert and source of guidance and advice across the university. Regularly influence, guide, and make recommendations to colleagues at all levels of seniority.
* Support other members of the team in delivering their communication objectives.
* Develop and maintain up-to-date knowledge of internal communication practices and systems to continually improve your own communications and that of colleagues across the university.
* Any other duties appropriate to the role, as required.

The duties and responsibilities outlined above provide a general overview of the range of tasks that **an Internal Communications Officer (Staff)** at the University of East London may be required to perform. Please note that this job description is not exhaustive, and additional tasks aligned with the role's grade may be assigned as needed.

The job description may also be updated to reflect changes in circumstances, and employees will be consulted if any amendments are required.

**All employees must adhere to all UEL policies and regulations, demonstrating a commitment to equal opportunities within a diverse and multicultural environment. Employees are also expected to actively contribute to building and maintaining a positive reputation for UEL in all their professional activities.**

**PERSON SPECIFICATION**

The University's Core [Values](https://www.uel.ac.uk/about/governance/ethical-framework) are **Passion, Inclusion, Courage**, and they are at the root of everything we do and everyone in our community is expected to demonstrate them.

The table below outlines the essential and desirable criteria required to perform the role effectively. Candidates will be shortlisted based on how closely they meet these criteria.

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| **Education and Qualifications** | **Essential** | **Desirable** |
| * A degree and/or professional experience in communications, ideally working with internal audiences |  |  |
| **Experience and Knowledge** |  |  |
| * Experience of producing elegant and mistake-free content, and creative messaging, with the ability to summarise complex ideas in clear, non-specialist language |  |  |
| * Be comfortable with technology, including excellent and proven working knowledge of Microsoft applications and services like Word, Excel, PowerPoint, Teams, and SharePoint |  |  |
| * Experience of building and maintaining strong working relationships with a wide variety of people, as well as influencing people at all levels of seniority and across a wide variety of disciplines |  |  |
| **Skills/Abilities** |  |  |
| * Able to use multiple different online systems to deliver communications. Curiosity and confidence in working with new systems and technology |  |  |
| * Evidence of strong planning and organizational skills; able to plan and deliver projects, juggle priorities, and meet tight deadlines. |  |  |
| * Must be flexible and willing to pick up a wide range of work as part of a busy and pivotal team within the university |  |  |
| * Demonstrate ability to remain calm under pressure and deliver to very tight and demanding deadlines |  |  |
| * Proactive with good initiative. |  |  |
| * Flexible and resilient through change. |  |  |
| * Ability to use initiative and to work with minimal supervision |  |  |
| **Other Competencies** |  |  |
| * Flexibility to work out of hours on occasion and professional approach to work. |  |  |
| * Commitment to and understanding of equal opportunity issues within a diverse and multicultural environment |  |  |

**Further Information:**

UEL is an inclusive equal opportunities employer and are proud of our Equality, Diversity and Inclusivity achievements. We expect all employees of UEL to accept our EDI policy and will not tolerate discrimination in any form. As an employee of UEL, we expect you to follow all relevant Health & Safety policies.

We're a disability confident employer and value all applications. Please let us know if you require any reasonable accommodations throughout the recruitment process.

**Last updated**: 09 July 2025