



VISION STATEMENT: TOGETHER WE ARE WORKING FOR A WORLD WHERE ALL CAN EXPERIENCE FAITH IN CHRIST AND THE ABUNDANT LIFE THAT ONLY HE CAN PROVIDE.

JOB DESCRIPTION

JOB TITLE:	Internal Communications and Engagement Officer
RESPONSIBLE TO:	Director of People and Culture
DEPARTMENT:	People and Culture
INTERNAL RELATIONSHIPS:	Works closely with People and Culture (P&C) department as well as staff in the departments of Intercultural Learning and Collaboration (ILC), World Mission (DWM), Finance and Operations (FOPS), Communications and Fundraising (DECAF) and the General Director
EXTERNAL RELATIONSHIPS:	Partner organisations and contractors
LOCATION/TRAVEL TO:	<i>India</i>
JOB TYPE/HOURS:	21 hours, permanent
GRADE:	<i>Grade 5</i>

JOB OVERVIEW

The purpose of this role is to provide expertise and support to the People and Culture department in all matters related to internal communications and staff engagement.

This role plays a key role in shaping and delivering clear, engaging internal communications that keep employees informed, connected and aligned with vision, mission, strategy and BMS' organisational transformation.

This role will work closely with senior leaders and colleagues across People and Culture, and all departments to plan and deliver impactful communications activity. It will strengthen reach, inclusion of diverse voices and improve internal comms and engagement practices to enable all staff to thrive.

As part of the People and Culture Department this role will contribute towards our goal to equip,

empower and support our people to bring their best, walk humbly and embrace change in order to achieve our strategy and organisational transformation.

ROLE AND RESPONSIBILITIES

1. INTERNAL COMMUNICATIONS AND ENGAGEMENT STRATEGY

- Develop and deliver a communications plan to deliver our internal communications and engagement strategy to meaningfully engage all our staff, strengthen connections across the organization, effectively share information, shape our culture and embed our purpose, strategy and values in all that we do
- Work with the external communications team to align and enhance messaging across staff in support of our strategy and organisational transformation
- Ensure diverse voices are heard and principles of access and inclusion upheld in communications and engagement activities
- Develop strong links with key stakeholders across BMS and understanding of their challenges and requirements for internal communications.
- Use analytics to identify opportunities to increase the range and frequency of engagement and to establish and manage new channels where appropriate.

2. INTERNAL COMMUNICATIONS

- Develop regular communications, sourcing timely input from relevant stakeholders according to the comms plan and making use of diverse communication channels for different purposes
- Create engaging mixed-media content including video, podcasts and visual storytelling.
- Initiate, develop and manage communication channels, create compelling content, provide expert advice and continually improve the service through identification, evaluation and interpretation of a range of target audiences' interaction with messages and channels.
- Develop compelling content to keep staff up to date and engaged with BMS' vision, strategy and organisational transformation
- Work with stakeholders to develop engaging communications for a range of internal communications channels and audiences
- Fully utilise multiple media types including text, images, audio, video and visual story-telling to ensure that messaging is fresh, accessible and audience appropriate.
- Evaluate and provide updates on internal communications activities and their impacts.

3. STAFF ENGAGEMENT

- Develop, deliver and evaluate a variety of staff engagement activities to strengthen a sense of belonging and connection to our vision, strategy and organisational transformation.
- Use a variety of tools to strengthen and monitor staff engagement, such as polls, focus groups, mood meters.
- Help drive engagement that supports our culture shift, recognition and organisational growth.

4. OTHER DUTIES

- Develop and maintain up-to-date knowledge of internal communications techniques
- Work in accordance with BMS values, policies and procedures
- Participate in the development of organisational culture through prayer, staff away days, organisational events, training, and consideration for those we serve overseas and our UK supporter base.
- Such other duties as your line manager may from time to time consider necessary and suitable
- Specific learning and development opportunities that support organisational development
- Specific learning and development as agreed with your line manager related to your role

PERSON SPECIFICATION

SKILLS, KNOWLEDGE AND EXPERIENCE

Essential

Internal Communications diploma or equivalent experience

Demonstrable experience of delivering effective internal communications in a large, complex organisation.

Excellent working knowledge of internal communications methodologies and evidence of having delivered them in practice, including production of content such as images, audio and video.

Excellent analytical skills and proven ability to draw insight and recommendations from data

Proven excellent interpersonal and communication skills

Advanced networking skills with a natural ability to source relevant news stories

Ability to be self-servicing, including work processing skills, and to work flexibly in a small multi-disciplinary team

A proven track record of sourcing and editing news stories and creating engaging articles in a timely manner, ensuring the story is still relevant when released.

Fluency in English with excellent writing and speaking in both

Proficiency in Microsoft365 applications (Teams, Outlook, Word and advanced Excel)

Preferred

Experience working within a global, faith-based charity

PERSONAL QUALITIES

Essential

Be creative, adaptable and innovative

Ability to take the initiative

Ability to make recommendations to improve working practices, develop creative solutions to problems, and has the ability to develop new skills and knowledge.

Ability to build positive relationships with people from different cultures and backgrounds.

Take confidentiality seriously and appropriately

Work relationally and collaboratively

Comfortable with expression of values as inspired by Jesus Christ

Personal values align with BMS' mission, values, and goals

SPECIFIC OCCUPATIONAL REQUIREMENTS

The job-holder must have the right to live in their country of residence

The job-holder must be a committed Christian, fully in sympathy with the BMS vision statement.

SAFEGUARDING:

A police clearance certificate is required