

**Job Description:**

**Communications Lead**

|  |  |
| --- | --- |
| Function: | Operations |
| Position: | Communications Lead |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager  (N+1 Job title and name): | Head of Communications & Engagement (Alexandra Hoskins) |
| Additional reporting line to: |  |
| Position location: | Cambridge (Hybrid) |
|  | | |
| 1. Purpose of the Job – State concisely the aim of the job. | |
| To support the Head of Communications & Engagement to develop and deliver internal communications campaigns relating to Site Operations, Campus Services, projects, and initiatives at our client AstraZeneca sites in Cambridge, London and Luton. | |

|  |
| --- |
| 5. 2. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Work with the Sodexo and AstraZeneca Site Operations teams to develop and deliver effective internal communications campaigns. * Produce communications content and materials, ensuring there is a clear and coherent style and messaging throughout. * Work with the Sodexo and AstraZeneca Site Operations teams to successfully manage communications across a range of internal channels. * Work with the Head of Communications & Engagement to monitor the effectiveness of communications, ensuring plans and materials are regularly reviewed and updated to incorporate lessons learned. * Support the Head of Communications & Engagement with the internal communications and brand strategy – helping to define creative, clear and strategic communications plans. * Liaise with key internal stakeholders to ensure messaging aligns with the broader communications strategy. |

|  |
| --- |
| 2. 3. Context and main issues – Describe the most difficult types of problems the jobholder must face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
| * Scale and complexity of the business across multiple sites (Cambridge, Luton, London) in a dynamic and evolving environment. * To optimise communications opportunities, content and platforms to generate engagement and excitement. * Ensuring communications are aligned with the overarching Sodexo and Client strategy. * Management of Client expectations and relationships with sensitivity to the needs of all key internal stakeholders. |

|  |
| --- |
| 4. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities. |
| * Client and customer satisfaction / feedback is positive and maintained at a desired level. * Communications are rolled out in a timely manner and reach the right audiences. * Work with the Head of Communications and Engagement to deliver consistent communications that demonstrate Sodexo/AstraZeneca values and contribute to AstraZeneca being a ‘Great Place to Work’ * To ensure collaboration between Sodexo and AstraZeneca is in line with our Vested Partnership vision. |

|  |
| --- |
| 5. Job profile – Describe the qualifications (Education & experience), competencies and skills needed to succeed in the position. |
| **Essential**   * Experience of developing a range of communications materials and content for internal audiences * Solid foundation in communications with a genuine passion for innovation and storytelling. * Demonstrable ability of balancing priorities in a fast-paced, constantly changing environment. * Excellent written and verbal communication skills * Excellent proofreading skills * Ability to communicate and influence at all levels of an organisation (stakeholder management and engagement) * Ability to absorb new information quickly * Takes ownership for own workload / self-motivated * Forward thinking/creative * Adaptable * Thrives under pressure * Customer-focused   **Desirable**   * Degree/CIPD qualified * Video editing experience * Understanding of principles of project management * Experience in Facilities Management and/or Biopharmaceutical companies * Change management experience |

|  |
| --- |
| 2. 6. Organization chart – Indicate schematically the position of the job within the organization. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated. |
| Head of Communications & Engagement  Junior  Project Manager  Communications Lead  Events & Projects Coordinator  Travel Services Lead  Community & Positive Impact Lead  Communications & Administration Coordinator |

**Levels**

|  |  |
| --- | --- |
|  |  |

Received:

Date:       Date:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

     

Job holder Immediate Manager