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| A | **Post Details** | | | |
|  | Job Title: | Communications Business Partner | Function: | Communications & Stakeholder |
|  | Location: | Four More London | Unique Post Number: |  |
|  | Reports To: | Senior Internal Communications Manager | Grade: |  |
| B | **Purpose of the Job** | | | |
|  | Work closely with the Senior Internal Communications Manager and other senior stakeholders to develop and deliver communications plans and messaging designed to successfully manage change.  Act as business partner to the business, providing communications advice, guidance and develop messaging. Design and deliver effective communication plans to help business areas achieve their objectives and priorities.  Ensure all communications are aligned with and underpin Southeastern’s business objectives, purpose, vision and values. | | | |
| C | **Principal Accountabilities** | | | |
| C1  C2  C3  C4  C5  C6  C7  C8 | As part of a broader working group, lead the development and delivery of communications plans and messaging to support the implementation of change, co-ordinating with key stakeholders at DOHL and the RDG.  Provide strategic advice and counsel to senior managers to help them engage colleagues and deliver change to support their business objectives, through effective internal communication plans and methods.  Develop and deliver multi-directional communications campaigns (internal and external) and plans using existing or new communication channels (including print and digital) in line with business needs and objectives.  Work with cross-functional teams (including with other TOCs, Network Rail and RDG) to produce communications plans and messaging for joint or industry-wide programmes  Manage third party suppliers to develop and deliver communication materials and services, where needed  Plan and be responsible for the delivery of events (such as colleague forums and roadshows)  Deputise for the Senior Internal Communications Manager when needed  Any other duties as directed by the Senior Internal Communications Manager. | | | |
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| D | **Safety Responsibilities** | | | | |
| D1 | This post is required to undertake SAFETY CRITICAL WORK | Yes |  | No | X |
| D2 | This is a KEY SAFETY POST | Yes |  | No | X |
| D3 | This post requires SECURITY CLEARANCE | Yes |  | No | X |
| D4 | The job requires competence in PERSONAL TRACK SAFETY | Yes |  | No | X |
| D5 | This job has SPECIFIC SAFETY RESPONSIBILITIES (if Yes see section D6 below) | Yes |  | No | X |
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| D6 | The post holder has the following specific safety responsibilities: | | | | |
|  | Carrying out Planned General Inspections of the following locations:   * [list locations or delete if not applicable] | | | | |
|  | Acting as Fire Precautions Manager for the following locations:   * [list locations or delete if not applicable] | | | | |
| E | **Decision making Authority** | | | | |
| E1  E2 | Develop company messages and publicity material in line with business objectives  Manage external suppliers to deliver on time | | | | |
| F | **Most Challenging and/or Difficult parts of the role** | | | | |
| F1  F2 | Managing priorities and workload  Delivering high standard material in a demanding, high pressured environment | | | | |

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| G | **Person Specification** |
|  | Southeastern aims to recruit people not just for jobs but for long term careers. We want good quality, talented people with the right attitude who will stay with us. For these reasons we look for evidence of Southeastern values in all potential staff and our existing staff looking for promotion along with the particular experience/knowledge, skills and behaviours relevant to the position applied for. These are We care passionately about people  * + we put ourselves in our passengers’ shoes to do what’s right for them   + we support our colleagues to be, feel and do their best   + we love the places we serve and do our bit for our communities and environment  We aim to be the best  * + we move with pace, we’re agile and learn from everything   + we relentlessly strive to be the best   + we are professionals with personalities  We make the difference together  * + we are answerable to each other and our passengers   + we trust each other and do what we say we will   + we are stronger together than we are as individuals   The job demands the following blend of experience/knowledge, skills and behaviours (all are essential, unless otherwise shown and will be assessed by application and/ or interview/assessment): |
| G1 | Experience, Knowledge & Qualifications Educated to degree level  Proven track record in developing and delivering successful communication campaigns  Five years + experience in communications  Strong background in change communications and engagement  Experience of communicating through periods of industrial action  Experience in planning and producing communication and publicity material  Proven ability to present complex material in a simple, understandable way  Experience of project management, time management and meeting deadlines  Experience of planning and delivering events |
| G2 | Skills (including any specific safety critical competencies)  * Excellent copy writing skills * Excellent proof reading skills * Understanding of print production process and design * Excellent communication and people skills * Good PR judgement and intuition – with a good eye for a story * Strong grasp of new technology * Strong numeracy and analytical skills * Thinking and problem solving * Strategic thinking * People management |
| G3 | Behaviours  * Professional * Planning and organising * Honest and integrity * Team work, sharing and supportive * Resilience * Attention to detail * Adding value * Self motivated * Ability to work under pressure, adhering to tight deadlines |
| G4 | **Other** |

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| I | **Dimensions of role** | | | | |
| I1 | Financial – Direct: | |  | | |
| I2 | Financial – Other: | |  | | |
| I3 | Staff Responsibilities – | |  | | |
| I4 | Staff Responsibilities – Other: | |  | | |
| I5 | Any Other Statistical Data: | |  | | |
| J | **Acknowledgement** | | | | |
| J1 | Prepared By: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | Date: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| J2 | Approved By (Head of Department): | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | Date: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| **K** | **Job Description Briefing** | | | | | |
|  | The post holder has been briefed on and understands the requirements of this Job Description and other related documents: | | | | | |
|  | Name of post holder: |  | Signature: |  | Date: |  |
|  | Name of briefing manager: |  | Signature: |  | Date: |  |
| **L** | **Nominated Deputy for Safety requirements** | | | | | |
|  | If this is a KEY SAFETY POST (D2 in Safety Details above is YES) at least one nominated deputy must be identified. The Job Holder must ensure that the Nominated Deputy(ies) receives a copy of, and is briefed on this Job Description. If there are more nominated deputies, they should sign further copies of this Job Description. | | | | | |
|  | The nominated deputy has been briefed on and understands the requirements of this Job Description and other related documents: | | | | | |
|  | Name of nominated deputy: |  | Signature: |  | Date: |  |
|  | Name of briefing manager: |  | Signature: |  | Date: |  |