

## Role Profile: Global Internal Communications Manager

<b>Business Unit:</b> <b>Job Family:</b> <b>Department name:</b>		Megger Group 10 Marketing	
<b>Core purpose:</b>  As the Global Internal Communications Manager, your main responsibility is to actively manage and improve internal communication efforts throughout the organization. Your role is essential for maintaining and initiating effective communication channels across diverse teams and regions worldwide.  Your day-to-day tasks will involve keeping employees informed about company developments, ensuring their motivation and engagement. Additionally, you will be hands-on in managing internal communications during restructuring and significant company changes.			
<b>Role summary:</b>  As the Global Internal Communication Manager at Megger, you will be at the forefront of shaping and managing our internal communication strategies. This role requires a strategic and creative professional who can drive consistency and engagement across diverse teams and cultures. You will play a pivotal role in fostering a positive corporate culture. This person manages all tools, processes and stakeholders related to internal communications.  In addition to managing internal communication strategies, this role also involves conducting research to understand the communication needs and preferences of different teams and cultures within the organization. Research will be critical for identifying the most effective channels and messaging to ensure strong engagement and consistency across the board.			
<b>Reports to</b>	Head of Campaign Development	<b>Number of direct reports for role</b>	0
<b>Primary objectives</b> <ul style="list-style-type: none"><li>• Develop, implement, and maintain a unified global brand image that reflects Meggers values, mission, and strategic objectives. You will create and execute a strategic internal communications plan.</li><li>• Enhance cohesion and employee engagement by developing and executing comprehensive global internal communication strategies.</li><li>• Manage the communication channels of Megger: as an internal communications manager, you maintain and supervise the internal communications channels e.g. Connect+</li><li>• Advise senior executives and supporting leadership; on the best approaches to improve interaction between leadership team and employees.</li><li>• Cultivate a positive and inclusive workplace culture that aligns with the organization's values and promotes employee engagement on a global scale.</li><li>• Contribute to the overall success and reputation of Megger in a global context.</li></ul>			<b>Customers</b>  <b>Internal:</b> Board, Leadership team, HR, Marketing team, All company  <b>External:</b> Agencies

Main Responsibilities		
Key Result Area	Specific Activities	Measure

<p>Effectively convey Meggers values, goals, and brand identity to different internal audiences, contributing to a positive and cohesive corporate culture.</p>	<ul style="list-style-type: none"> <li>• Maintain and improve the intranet platform Connect+ as a main communication channel for the whole Megger company.</li> <li>• Build a lively editorial calendar in which all stakeholders are represented and consistency is key.</li> <li>• Provide the leadership team with the right tools for cascading messages internally and monitoring the usage.</li> <li>• Be the main stakeholder on behalf of the global marketing team for internal communications.</li> <li>• In collaboration with HR, conducting an employee satisfaction survey to gather insights.</li> </ul> <p><b>Internal Communication Strategy</b></p> <ul style="list-style-type: none"> <li>- Develop and implement a comprehensive internal communication strategy aligned with the organization's goals and values.</li> <li>- Create and execute communication plans to keep employees informed about key initiatives, changes, and company updates.</li> </ul> <p><b>Employee Engagement</b></p> <ul style="list-style-type: none"> <li>- Foster a positive and inclusive workplace culture by creating engaging communication content that resonates with employees.</li> <li>- Develop initiatives to boost employee morale, teamwork, and overall job satisfaction.</li> </ul> <p><b>Content Creation</b></p> <ul style="list-style-type: none"> <li>- Produce compelling and relevant content for various communication channels, such as newsletters, intranet, emails, videos, and social media.</li> <li>- Tailor messages to different audiences within the organization, considering cultural and regional variations.</li> </ul> <p><b>Leadership Communication</b></p> <ul style="list-style-type: none"> <li>- Work closely with leadership teams to ensure consistent messaging and provide support in crafting communication for internal stakeholders.</li> <li>- Provide the leadership team with the right tools for cascading messages internally and monitoring the usage.</li> <li>- Help leaders communicate effectively during times of change or crisis.</li> </ul> <p><b>Measurement and Evaluation</b></p> <ul style="list-style-type: none"> <li>- Establish key performance indicators (KPIs) to measure the effectiveness of internal communication efforts.</li> </ul>	<ul style="list-style-type: none"> <li>• Usage of the intranet channel Connect+ grows.</li> <li>• Improvement of employee engagement, based on survey.</li> </ul>
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	<ul style="list-style-type: none"> <li>- Analyze data and feedback to continuously improve communication strategies.</li> </ul> <p><b>Technology and Tools</b></p> <ul style="list-style-type: none"> <li>- Stay updated on communication tools and technologies to enhance internal communication processes.</li> <li>- Implement and manage internal communication platforms to facilitate collaboration and information sharing.</li> </ul> <p><b>Stakeholder Relations</b></p> <ul style="list-style-type: none"> <li>- Build and maintain relationships with key internal stakeholders to understand their communication needs and expectations.</li> <li>- Collaborate with HR, marketing, and other departments to ensure a unified approach to communication.</li> </ul> <p><b>Budget Management</b></p> <ul style="list-style-type: none"> <li>- Manage the budget for internal communication and internal branding activities, ensuring cost-effectiveness and a positive return on investment.</li> </ul>	
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Experience, Skills & Knowledge required to be successful in role	
Technical Skills/Knowledge/Qualifications	Soft Skills
<ul style="list-style-type: none"> <li>• Bachelor's degree in marketing communications or a related field.</li> <li>• Proven experience in internal communications roles.</li> <li>• Proficiency in communication tools and platforms.</li> <li>• Familiarity with data analytics to measure communication effectiveness</li> </ul>	<ul style="list-style-type: none"> <li>• Strong organisational and project management skills</li> <li>• Excellent interpersonal skills – as you will collaborate with multiple departments to ensure the flow of information within the company.</li> <li>• Creative thinker with a keen eye for design and visual elements.</li> <li>• Written and verbal communication skills, Innovative thinking, visual creativity</li> <li>• Strategic in thinking and long-term planning</li> </ul>

<b>Job Level</b>	<input type="checkbox"/> Individual contributor <input type="checkbox"/> Leader of People <input checked="" type="checkbox"/> Senior Level Individual contributor <input type="checkbox"/> Leader of Leaders
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Shared Values
<p><b>Caring</b>          Putting the customer first with a 'can do' approach and fully understanding their needs and challenges. Actively develop close, mutually beneficial, working relationships with colleagues.</p> <p><b>Captivating</b></p>

Help solve colleague and customer problems by doing something different, by thinking unconventionally.

#### Consistent

Bring a positive attitude to work and take pride in your job. Welcome problem solving and shared learning whilst maintaining high standards of work in the team.

#### Creative

Be prepared to solve and work out options within the team, think positively about new approaches or alternative ways to solve any problems. Actively seek out opportunities for improvement and feed these back into the business.

#### Confident

Seek knowledge, ask questions and support others.

### Benefits

- Excellent training and development opportunities
- Career development in a growing multinational company
- Life assurance scheme
- Employee health plan
- Contributory Salary Exchange Pension Scheme
- 25 days annual leave + UK bank holidays
- Day off for your birthday
- Flexible working
- Early finish on Fridays
- Seasonal Travel Ticket Loan Scheme
- Discounted football membership - Dover Athletic FC
- Free fruit Tuesdays + Thursdays
- Breakfast mornings – Mondays and Wednesdays
- Subsidised refreshments from the Company's canteen
- Free parking on site in the designated parking bays
- Access to YourMegger a health and benefits portal offering a number of discounts for colleagues including a Cycle to Work Scheme and Electric/hybrid car buying scheme
- Eyecare vouchers
- Free flu vaccinations