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| **TITLE:**  Global Head of Internal Communications |
| **TEAM/PROGRAMME:** Global Corporate Communications  | **LOCATION: UK** or any existing Save the Children International Regional or Country office **Worldwide.** Flexible |
| **GRADE**: B Senior level | **CONTRACT LENGTH:** Permanent |
| **CHILD SAFEGUARDING:** Level 1:  A basic criminal record background (DBS) check is required/equivalent police record check  |
| **ROLE PURPOSE:** Save the Children is the world’s first, and largest, independent children’s rights organisation. Our founder, Eglantyne Jebb, wrote the first draft for the UN Declaration of the Rights of the Child in 1923, and we’ve worked to uphold it ever since. Generations later, her pioneering work is being influenced by children themselves. Today, we are still going strong, working in over 100 countries worldwide to build a world where every child can thrive, grow up healthy, educated and safe, and look forward to a future full of promise. Our ambition for 2030 is to create a world in which all children:* [Survive](https://www.savethechildren.net/what-we-do/survival): No child dies from preventable causes before their fifth birthday
* [Learn](https://www.savethechildren.net/what-we-do/learning): All children learn from a quality basic education
* [Are Protected](https://www.savethechildren.net/what-we-do/protection): Violence against children is no longer tolerated.

To deliver on these 2030 breakthroughs for children, Save the Children operates in three-year strategy cycles, and has developed an ambitious strategy for 2022-24, focused on transforming and amplifying impact for and with children.  In the last 12 months, the climate crisis has worsened, the conflict in Ukraine has displaced millions of people and children, and the ripple effects and aftermath of the pandemic have resulted in a cost of living crisis and worsening global hunger crisis at an unprecedented scale. Globally, 426 million children live in conflict zones in constant fear, their childhoods stolen. We are witnessing the worst child rights crisis in decades. The needs are greater than ever before and so is the urgency for us to scale our impact.The Global Head of Internal Communications is responsible for developing and implementing Save the Children International’s internal communications strategy to engage employees across the organisation and inspire them to deliver our global strategy. This newly created role will shape how we communicate with and engage with our 25,000 staff across 118 countries around the world, and help build a dynamic team of innovative internal communicators.This role will be based in a new Global Internal Communications unit, which forms part of our wider Global Corporate Communications Team. This new unit is responsible for developing and delivering simple, informative and inspiring communications that will make our staff feel valued, motivated and proud to work as part of our global movement.The Global Head of Internal Communications will develop an internal audience strategy, design our internal engagement metrics and develop new ways to engage our people. The role will also oversee our internal content and channel strategy, and provide counsel to internal stakeholders during a crisis. The post holder works collaboratively with communications and HR teams, our strategy function and the CEO’s office, and acts as a key focal point for senior stakeholders across the organisation.  |
| **SCOPE OF ROLE:** **Reports to:** Global Head of Corporate Communications**Staff reporting to this post:** 2-3 internal communications roles**Budget Responsibilities:** no direct responsibility**Role Dimensions**: this is a highly demanding, fast-moving role that requires strong skills in communications strategy development, internal communications, employee engagement, project management, written and spoken communication. The role will require an ability to work in a networked structure across functional and geographical boundaries. |
| **KEY AREAS OF ACCOUNTABILITY:** 1. Lead the development and execution of Save the Children International’s global internal communications strategy to engage our 25,000 staff around the world and inspire them to deliver our global strategy
2. Develop an internal audience strategy for our people – with audience segmentation and understanding of global channels
3. Research and roll-out innovative ways of engaging our people, ensuring staff feel better connected in our new hybrid working model
4. Oversee internal content and channel strategy, including our staff newsletter, homepage of our Intranet and staff meetings, ensuring essential information is effectively delivered to our staff
5. Designs new internal engagement metrics and measurement framework to track internal communications impact and employee engagement
6. Ensure internal communications are integrated into our organizational initiatives and priorities, and oversee an internal communications calendar
7. Provide counsel to internal stakeholders and develop reactive and crisis communications messaging for internal audiences during a crisis
8. Build and lead a dynamic internal communications team
9. Work closely with the Leadership Communications Advisor to link internal communications strategy with our leadership communications strategy
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| **BEHAVIOURS (Values in Practice**) **Accountability:*** holds self-accountable for making decisions, managing resources efficiently, achieving and role modelling Save the Children values
* holds the team and partners accountable to deliver on their responsibilities - giving them the freedom to deliver in the best way they see fit, providing the necessary development to improve performance and applying appropriate consequences when results are not achieved.

**Ambition:*** sets ambitious and challenging goals for themselves and their team, takes responsibility for their own personal development and encourages their team to do the same
* widely shares their personal vision for Save the Children, engages and motivates others
* future orientated, thinks strategically and on a global scale.

**Collaboration:*** builds and maintains effective relationships, with their team, colleagues, Members and external partners and supporters
* values diversity, sees it as a source of competitive strength
* approachable, good listener, easy to talk to.

**Creativity:*** develops and encourages new and innovative solutions
* willing to take disciplined risks.

**Integrity:*** honest, encourages openness and transparency; demonstrates highest levels of integrity
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| **QUALIFICATIONS** Educated to degree level in a relevant field (e.g. International Development; Politics, International Relations; communications, public relations and/or marketing), or equivalent work experience.  |
| **EXPERIENCE AND SKILLS*** Excellent written and verbal communication skills to motivate, influence and negotiate both internally and externally
* Proven success in developing and implementing internal communications strategies
* Demonstrated success in delivering high-quality communications, products or tools targeting a diverse range of audiences
* Experience developing measurement frameworks for internal communications
* Demonstrates a high level of interpersonal and communication skills including influencing and negotiation
* Cultural sensitivity
* Experience in developing and managing communications content and tools and making best use of content
* Experience building and leading a team is desirable
* Experience working in a complex, global environment, and engaging senior stakeholders is desirable
* Written communication skills in English, with a proven ability to distil large amounts of information for diverse audiences; skills in other languages would be an advantage
* Exceptional planning and organisational skills, with an ability to meet deadlines and manage multiple demands and competing priorities, while maintaining high quality standards
* Innovative thinker, enjoys developing and testing new ideas and ways of addressing issues or driving engagement
* Great ability to work as part of a team within a networked structure, and to maintain good working relationships with colleagues across functional and geographical boundaries
* Significant ability to work in a fast-paced environment and to adapt work plans flexibly depending on external opportunities
* Demonstrated commitment to Save the Children’s mission and values
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| **Additional job responsibilities**The job duties and responsibilities as set out above are not exhaustive and the Post holder may be required to carry out additional duties appropriate to their level of skills and experience. |
| **Equal Opportunities** The post holder is required to carry out the duties in accordance with the SCI Equal Opportunities and Diversity policies and procedures. |
| **Child Safeguarding:**We need to keep children safe so our selection process, which includes rigorous background checks, reflects our commitment to the protection of children from abuse. |
| **Safeguarding our Staff:**The post holder is required to carry out the duties in accordance with the SCI anti-harassment policy |
| **Health and Safety**The post holder is required to carry out the duties in accordance with SCI Health and Safety policies and procedures. |
| **JD written by: Katrina Kyselytzia** | **Date: November 2022** |
| **JD agreed by: Hannah Wilkinson** | **Date: November 2022** |