**About the role**

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| **Role**Internal Communications & Engagement Lead – FTC for Maternity Cover (c. 9 months) | **Location and hours**London35 hours per weekHybrid working with minimum 3 days per week in the office |
| **Band**Senior Expert | **Salary**Competitive salary |
| **What you’ll be doing**Working in our People Experience Team, this role is responsible for delivering an engaging internal communications strategy, ensuring that information is conveyed in an engaging and compelling way, using multiple channels and across all teams within the business.The overall objective of this role is to engage and empower all employees within MO by providing them the relevant news, corporate inspiration and the information they need to do their best work.Accountabilities:* Leading a team of Internal Communications Specialists, drive forward our internal communications strategy and oversee delivery, including ownership for digital communications, our internal communications calendar, campaigns, initiatives and internal events
* Partner with Executives and other key internal stakeholders to devise and implement communications and projects
* Understand our corporate narrative and business strategy and design engaging ways to communicate this and business updates to all employees
* Project manage strategic communications projects (e.g. new communication channel launch)
* Track and benchmark the success of our internal communications initiatives to drive future improvement
* Using data and insight, create and implement ideas to drive employee engagement
* Support the cascade of messages to different groups including senior management, wider leadership teams, field-based colleagues, contact centre and vehicle reconditioning site colleagues, adapting method and approach to ensure communications land effectively

Dimensions* Reports to the Head of People Experience
* Manages two Internal Communications Specialists and works closely with the (Internal) Events Specialist
* Works proactively and with a reasonable level of autonomy on Communication and Engagement projects in line with the business requirement in the areas agreed
* Acts autonomously in the planning of time and workload and acts independently when providing counsel to others
* Manages activity & projects within agreed plan timescales and budgets and in consultation with the wider HR Senior Leadership team
* Works cross-functionally across MO. Identifies and leverages resource across MO and suppliers when assigned projects or initiatives
* Continually seeks the most efficient, cost-effective and value-driven Communication and Engagement processes and procedures, systems and tools
* Ability to travel between UK sites in London, Bristol, Coalville and Edinburgh
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| **About you*** Able to demonstrate clear commercial acumen
* Maintaining and sharing knowledge of progressive internal communication practices and trends
* Experience of analysing, designing, outsourcing, delivering and evaluating communication and engagement initiatives and programmes
* Communication content platform experience
* Consultative style with the ability to constructively challenge senior business leads
* Confident communicator and influencer, both verbally and written
* Robust relationship management and partnering skills
* Proven project management skills
* Experience in a dynamic, tech tool savvy Communications role
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| **Minimum criteria*** Recent experience of leading an Internal Communications team in a multi-site organisation
* Demonstrable experience of creating and delivering an annual plan of internal communications, which include digital communications and in-person employee events
* Excellent presentation skills, including experience of creating engaging Powerpoint presentations
* Experience of working with C-Suite Executives to deliver engaging internal communications

**Who you’ll be working with*** Part of a well-established, widely respected, pro-active and friendly wider HR Team currently including HR Business Partnering Team, HR Operations, and the Talent and Capability Team
* • The People Experience Team provides a joined-up service across; Internal Communications, Talent Acquisition, EDI, Employee Engagement and Employer Brand
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| **We’re Motability Operations** |
| **About us**We’re the company behind the Motability Scheme. We exist to deliver smart, sustainable solutions that improve our customers’ mobility in a fast-changing world. We’re the UK’s largest car leasing company and we help over 800,000 people get on the road.We employ over 1800 people, across London, Bristol, Edinburgh, and Coalville. We know our people are key to our success, so we aim to create an environment that allows our employees to flourish. We look for highly motivated people with a combination of commercial sense and real enthusiasm to meet our customers' needs. |
| **What we do**We lease a wide range of tailored mobility solutions to people who receive of one of the Government’s qualifying mobility allowances. Our customers choose a car, Wheelchair Accessible Vehicle (WAV), scooter or powered wheelchair that best suits their needs. We take care of their insurance, breakdown, servicing and more, as part of our worry-free package.At the end of the lease, our customers can exchange their vehicle for a brand-new model. Each year we sell and move around 200,000 cars. This makes us the largest supplier of single-source vehicles back into the used car market.The Scheme has been providing affordable, worry-free motoring for over 45 years. We pride ourselves on delivering outstanding customer service, with an independent customer satisfaction rating of 9.6 out of 10. |
| **How we work**We work in a hybrid way. That means remotely for up to two days each week and in our great office spaces the rest of the time. This gives us a good work/life balance and lets us collaborate and deliver for our customers. [Visit our website](https://www.motabilityoperations.co.uk/careers/) to find out more.We do our best to accommodate part-time and flexible working requests, where possible, to build on our culture of trust, empowerment, and flexibility.**Our beliefs and values**We believe in building a diverse workforce, where our people are empowered to attend work as their true selves. We encourage people from all backgrounds to apply.We want to sustain a nurturing culture. And our people to be rewarded equally, regardless of race, national or ethnic origin, sexual orientation, age, disability, or gender.Our values are at the heart of everything we do:* We believe no one should be left behind à We find solutions
* We believe we must take the lead à We drive change
* We believe everything starts with the customer à We care
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| **What we can offer you**

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|  | **Pay**: competitive salary, with a yearly discretionary bonus, based on your performance |
|  | **Holiday**: 28 days, and you can buy and sell days |
|  | **Pension**: 15% non-contributory pension (9% during probation) |
|  | **Health and wellbeing**: Private Medical Insurance cover available for all employees and free health screenings for over 50s. Life assurance at four times your basic salary, to give you peace of mind. Free access to healthcare apps like Peppy, Unmind, and Aviva Digital GP. Mental Health Allies and an Employee Assistance Programme |
|  | **Development**: A library of internal training on our myLearn platform |
|  | **Family friendly**: We have competitive family leave policies |
|  | **Diversity and inclusion**: We embrace the diversity of our people and empower them to come to work as their true selves. We want them to flourish and be rewarded equally. We have Employee Network Groups, and we pride ourselves on being inclusive and all our offices have first-rate disability access |
|  | **Helping our community**: One volunteering day each year, and access to volunteering platform Neighbourly |
|  | **Schemes**: Car Benefit Scheme for electric and hybrid cars. This means you can lease a brand-new electric or plug-in hybrid car, with insurance and more, for a fixed monthly amount. Cycle to Work Scheme. Employee Discount Scheme, to save money across lots of retailers |
|  | **Other, voluntary benefits**: charitable giving, critical illness insurance, dental insurance, health and cancer screenings for you and your partner, discounted gym memberships and season ticket loans, free fresh fruit and snacks in the office |

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