Internal Communications Manager

“In the past century FFI has consistently saved species from extinction and protected habitats from destruction. Their solutions have always been practical, efficient and sustainable in local circumstances.”

Sir David Attenborough,
FFI Vice-president
Fauna & Flora International

Fauna & Flora International (FFI) saves species from extinction and habitats from destruction, while improving the livelihoods of local people. Our guiding principles are to work as part of local partnerships, act as a catalyst for change, make conservation relevant, and base decisions on sound science. Founded in 1903, FFI is the world’s longest established international conservation body; our conservation work, and impact, spans the globe.

The Opportunity

FFI employs circa 500 people across 20 jurisdictions. We have 140 employees in the UK, and 30 expatriate and 330 national employees working across Africa, Asia-Pacific, Eurasia and the Americas & Caribbean.

We are seeking an experienced internal communications specialist to develop FFI’s internal communications and engagement, helping improve organisation knowledge and learning and nurture a culture that helps maximize our impact. This is a challenging and exciting role, with the chance to use your skills to make a real difference to FFI as we strive to protect threatened species and habitats around the world.

With substantial experience of working in internal communications, you will know how to develop effective internal communications strategies and implement them both through delivery of communications initiatives as well as enabling and empowering all staff throughout the organisation to participate in internal communications. You will have a passion for staff engagement, while understanding the complexities and challenges that working across different countries, cultures and functions entails.

You will enjoy working in a dynamic and fast-paced environment, where the ability to respond swiftly to changing organisational and team needs is paramount. In return, we offer the opportunity to work for a ground-breaking organisation at the forefront of global conservation, with generous pension contribution, attractive annual leave allowance, and life insurance.

Our offices are located in The David Attenborough Building in central Cambridge, just a few minutes’ walk from glorious historic buildings and museums, the picturesque River Cam, the central market and shopping centre, and a host of cafés and restaurants

Terms and Conditions

Start Date: As soon as possible
Duration of Contract: Permanent
Probation Period: Six months
Salary: Circa £36,000 per annum
Location: Fauna & Flora International, Cambridge, UK
(Some remote working may be considered)

Benefits: 25 working days’ annual holiday entitlement plus Public/Bank Holidays and any normal working days that fall between 24 December to 1 January inclusive, during which time FFI UK offices are closed

For employees on UK-based contracts, FFI currently provides a pension contribution of 8% of salary after 3 months’ continuous employment.

Group Life insurance, currently set at a benefit of 4 x basic salary

Hours of Work: This is a full-time position, working 37.5 hours per week Monday to Friday inclusive.

Job Description

Job Title: Internal Communications Manager

Location: Fauna & Flora International, Cambridge

Reporting to: Senior Director, Communications & Fundraising

Key Internal Relationships: Senior Management Team (SMT)
Management Forum
Human Resources team
Information Management Officer
Head of Learning & Partner Development
Communications team

Purpose:

Develop, drive and deliver effective internal communications across the organisation, which helps improve organisational knowledge and learning, which will in turn strengthen our organisational impact, by:

- leading the development of internal communications and engagement at FFI, enabling two-way communications flow and connections throughout the organisation;
- ensuring FFI employees are better connected, informed and inspired about the work of FFI through the effective use of internal communications and engagement techniques;
- fostering a culture of effective internal communications; and
- Uniting FFI employees in the spirit of “One FFI” by helping to instill and bring FFI values to life.
Main Duties:
- Develop and deliver a rolling internal communications plan and monitor effectiveness against associated KPIs.
- Take the lead on communicating important announcements, organisational initiatives and updates to staff in a clear and timely manner and making the best use of available communications channels (intranet, email, staff meeting etc).
- Develop new tools, channels, content and guidance for all staff to participate more in internal communications.
- Adopt new techniques for internal communications and engagement appropriate for an international organisation working across different cultures and with multiple languages.
- Network with staff globally to gain an overall picture of work priorities and progress across all programmes and ensure these are evenly represented in our internal communications channels.
- Support teams and departments with rollout of organisational initiatives to facilitate awareness and embedding.
- Support the development of the organisation induction to ensure consistency of messaging to all new staff.
- Represent internal communications on priority projects, initiatives and campaigns and ensure that all internal communications needs are met.
- Support the annual reporting process by sharing essential learning that comes from our projects.

Intranet (OurFFI)
- Working closely with the Information Management Officer, regularly update the FFI intranet (OurFFI) with engaging and topical content including news stories, video updates and other supporting materials.

Senior Management Team and Management Forum Meetings
- Work with management to develop internal communications tools and processes that empower all staff to share, connect and communicate with each other.
- Disseminate key messages and updates from SMT and MT meetings to keep all staff informed of important decisions and notices.

CEO Office
- Working with the CEO’s office, provide opportunities for increased communications flow and delivery of key messages between the CEO and all staff

Trustees
- Provide Trustees with regular snippets from within the organisation and our projects to keep them engaged and informed.
- Contribute to the editing and proof reading of reports and documents for Council meetings working with the CEO’s office and Governance & Risk Manager.

Other
- Attend and help deliver key FFI events such as the AGM and Town Halls.
## Person Specification

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<th>Essential</th>
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<td><strong>Skills</strong></td>
<td>• Ability to develop internal communications channels and tools across multiple languages and cultures</td>
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<td>• Ability to turn programme work into opportunities to engage and motivate staff</td>
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<td>• Ability to develop tools and techniques to enable managers and staff throughout the organisation to deliver impactful internal communications</td>
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<td>• Proven influencing skills at all levels to achieve buy-in and delivery of internal communications plans</td>
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<td>• Excellent written skills, including editing and copywriting</td>
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<td>• Skills in new media technology, including audio-visual/video content creation</td>
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<td>• Intuition for and understanding of what makes a good story and how to use it within internal communications</td>
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<td>• Competent user of Microsoft Office programmes</td>
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<td><strong>Knowledge and experience</strong></td>
<td>• A degree or vocational qualification in a relevant discipline or equivalent relevant experience</td>
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<td>• Demonstrable track record of delivering successful internal communications and engagement within a multi-disciplinary organisation</td>
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<td>• Experience of developing and driving forward internal communications strategies and plans</td>
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<td>• Proven experience of developing an internal communications culture within an organisation</td>
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<td>• Knowledge and experience of new media communications approaches</td>
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<td>• Experience of communicating complex concepts in an engaging way</td>
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<td><strong>Behavioural qualities</strong></td>
<td>• Creative and resourceful</td>
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<td>• Builds positive personal and organisational relationships</td>
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<td>• Team oriented</td>
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<td>• Experience of working within a geographically dispersed organisation with multiple languages and cultures</td>
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<td>• Experience in the conservation sector and/or experience communicating about conservation</td>
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<td>• A good understanding of conservation issues</td>
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<td>• Experience managing communications in hybrid meetings</td>
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Self-motivated and driven by results
Able to remain calm and professional when under pressure
Strong cultural awareness and international mindset

Other

Ability to travel overseas for business on occasion (if required)

FFI Values

Values underpin who we are and how we act. Just as values shape who we are as individuals, they define us as an organisation, creating the culture of success for which Fauna & Flora International (FFI) is renowned. Our people exemplify our shared values, which are interconnected and interdependent:

- We act with integrity
- We are collaborative
- We are committed
- We are supportive & respectful
- We get things done

How to Apply

Applications, consisting of a covering letter explaining why you feel you should be considered for this post, a full CV (tailored to the role as advertised, highlighting relevant experience and achievements) and contact details for two referees (who will not be contacted without your permission) should be sent to jonny.wright@fauna-flora.org

Please mark your application Internal Communications Manager.

The closing date for applications is 31 May 2021.

Interviews are likely to be held during the week commencing 14 June 2021.

Candidates selected for interview will be contacted by email or telephone – please specify your preferred method of contact in your covering letter and indicate where you saw the position advertised.

Regrettably, due to limited resources and the high number of applications we receive, we are only able to contact short-listed candidates. If you do not hear from us within four weeks of the closing date, please assume that you have not been successful on this occasion.
Applicants with Disabilities

FFI encourages applications from individuals with a disability who are able to carry out the duties of the post. If you have special needs in relation to your application, please contact Jade Bedwell, HR Officer, FFI, on Tel: +44 (0)1223 749044 or Email: jade.bedwell@fauna-flora.org.

FFI values diversity and is committed to equality of opportunity.