**The Forward Trust Job Description**

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| **Position Title** | Corporate/Internal Communications Officer | **Reports to** | Corporate/Internal Communications Manager |
| **Line Manages** | N/A | **Directorate** | Business Development, Fundraising and Communications |

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| **Introducing Forward Trust** |

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Established since 1991, we are a social justice charity that supports people to recover from addiction or leave behind crime, helping them move on in life with family, friends, jobs, homes, and a sense of belonging.

We deliver Substance Misuse and Mental Health, Criminal Justice, and Employment services in over 80 prison and community settings across England and Wales, augmented by our unique range of Recovery & Belonging services.

We also campaign to change public attitudes and policy, so that more people feel able to ask for help in a society that believes in the power of second chances and long-term recovery.

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| **Role/team overview** |

The Team/Role

This is a junior-level post within our dynamic and creative Communications Team, which leads on PR, campaigning, brand, marketing, digital content, and internal/staff communications.

As Corporate/Internal Communications Officer, you’ll support a wide range of communications projects — with a particular focus on internal communications and design production. You'll help develop engaging, visually compelling content for staff, ensuring that all materials align with our evolving brand.

You’ll report to the Corporate/Internal Communications Manager and work closely with colleagues across the Research and Development Directorate, including Fundraising and Communications teams as well as stakeholders from other departments.

This is a great opportunity for someone early in their communications career who has strong design skills, is confident using tools like Canva, and supporting teams with a range of communications based tasks. This role is ideal for someone who and is keen to learn and grow in a supportive, fast-paced environment.

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| **Key Responsibilities**  |

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**Internal Communications Support**

- Help produce and distribute internal comms materials including newsletters, updates, posters, digital assets and presentations.

- Support the implementation of staff engagement campaigns, ensuring tone and messaging reflect our brand and values.

- Assist in the delivery of internal communications plans that promote Forward’s mission and enhance staff connection and morale.

- Gather staff feedback to help shape more engaging and accessible communications.

**Design and Content Creation**

* Design simple and impactful visual content using tools such as Canva, PowerPoint, or Adobe Creative Suite (if applicable).
* Support the development and ongoing maintenance of a library of editable templates (e.g. flyers, presentations, internal posters).
* Format and lay out reports, documents and visual assets in line with brand guidelines.
* Support the production of internal innovative content, working alongside the Digital Communications team or external suppliers when needed.

**Corporate Communications Support**

- Assist with the delivery of external communications projects, including campaign materials, stakeholder packs, and branded collateral.

- Support the Corporate Communications Manager with the implementation of brand refresh initiatives.

- Ensure all communications (written and visual) are consistent with Forward Trust’s tone of voice and branding.

- Help maintain internal communications channels, including the intranet and shared resource folders.

**Administration and Coordination**

* Maintain content calendars and trackers for internal communications activities using Microsoft Forms/SharePoint or equivalent systems.
* Help coordinate internal campaigns and events (e.g. awareness days, launch events).
* Ensure accurate record keeping of communications assets and assist with evaluations of impact and reach.
* Liaise with print suppliers or third-party designers where required, under the guidance of the Corporate Communications Manager.
* Act as a point of contact for staff and colleagues within the Internal Communications function, responding to and dealing with emails and queries.
* Support the ongoing development of the Intranet/SharePoint system, updating content as and when required.
* Support the Corporate Communications Manager in the delivery of daily tasks to support the function.

**Person Specification**

**Essential:**

* Experience creating visual content using Canva or similar tools
* Good writing and proofreading skills, with the ability to adapt tone for internal audiences
* Understanding of internal communications and its role in staff engagement
* Familiarity with brand guidelines and visual identity principles
* Organised, proactive and able to manage multiple priorities
* Team player with a positive, can-do attitude
* Confidence in using Microsoft Office, especially Word and PowerPoint

**Desirable:**

* Basic knowledge of Canva, Adobe Photoshop, InDesign or Premiere Pro
* Experience working in or alongside the charity or public sector
* Experience producing written content for a variety of audiences
* Knowledge of using CMS systems (e.g. WordPress, SharePoint)
* Experience working with print suppliers or external design agencies
* Experience in data collection or survey tools (e.g. Microsoft Forms, SurveyMonkey)
* Experience supporting branded campaigns or rebrands