

# Communications and corporate affairs

As a communications and corporate affairs manager, you'll manage the reputation of your NHS organisation by communicating with a variety of people including the media, MPs and the general public.

As a manager in communications and corporate affairs, you'll take a leading role in how your organisation interacts with its community and how it communicates with patients, staff and other interested groups, such as the media and local politicians.

Press interview

Apprenticeships logo

Each NHS organisation will have a communications lead to ensure that the organisation communicates effectively with its local community. Larger organisations may have a team of communications professionals.

NHS organisations have different structures and communications teams are often departments in their own right, with a communications director on the board. In other organisations communications may sit alongside other functions such as patient and public involvement, or within the corporate affairs department.

All communicators have a role in making information about their organisation accessible to patients, staff and the public.

## Working life

All communicators have a role in making information about their organisation accessible to patients, staff and the public, helping ensure that the service is accountable, and engaging these groups in the reforms that are taking place in the NHS and social care.

Management roles in communications and corporate affairs will vary, depending upon the trust/employer. Roles and responsibilities will also differ depending on seniority, and whether you work alone or within a team of other communications professionals.

Specific responsibilities could include:

- managing the reputation of the organisation
- developing, implementing and evaluating communications strategies
- ensuring effective two-way internal communications
- taking the lead on media handling, proactively placing good news stories, dealing with enquiries and producing media releases
- developing links with stakeholders such as local councils and MPs
- leading public relations, including customer services
- playing a key role in issue management and planning
- taking editorial responsibility for the organisation's website, and other corporate communications tools, such as social media
- ensuring that other health organisations are kept fully briefed on developments, plans and any incidents in their organisation
- commissioning printing/advertising/surveys
- producing high quality patient information
- managing the NHS corporate identity and taking local responsibility for the NHS brand
- assisting in engaging patients and local communities with developments in their health services
- advising senior colleagues on strategic communications and related issues
- engaging in health promotion campaigns.

## Want to learn more?

- [Find out more about the entry requirements, skills and interests required to enter a career in communications and corporate affairs management](#) <sup>[1]</sup>
- [Find out more about the training you'll receive for a career in communications and corporate affairs management](#) <sup>[2]</sup>

## • Pay and conditions

Most jobs in the NHS are covered by the [Agenda for Change \(AfC\)](#) <sup>[3]</sup> pay scales. This pay system covers all staff except doctors, dentists and the most senior managers.

Your career in communications and corporate affairs in the NHS could start at bands 3 or 4 working as an assistant or officer. For roles in management, you'd typically start at [Agenda for Change](#) <sup>[4]</sup> Band 6 or 7, with the most senior roles rising to Band 9 for example.

Staff in the NHS will usually work a standard 37.5 hours per week. They may work a shift pattern.

Terms and conditions of service can vary for employers outside the NHS.

## • Where the role can lead

With further training and/or experience, you may be able to develop your career further and apply for more senior managerial roles. Progression for those with ability is typically via operational management in a large hospital.

Relocation for promotion is common. More diverse routes in communications and corporate affairs management are now opening up, for example, jointly-funded posts between health and local authorities.

## • Job market and vacancies

### Job market

NHS communicators work across all NHS organisations including NHS acute trusts, NHS ambulance trusts, NHS mental health trusts, clinical commissioning groups, commissioning support units and special health authorities. As health and social care services increasingly work together, some communications roles are developing to work across both NHS organisations and local authorities.

### Finding and applying for jobs

When you're looking for managerial jobs or apprenticeship vacancies, there are a number of sources you can use, depending on the type of and level of work you're seeking. Most vacancies in organisations delivering NHS healthcare can be found on the [NHS Jobs website](#) [5]. Some of the current vacancies in the NHS can be found below

## Find a vacancy

Enter your location or postcode

Show results within

Search

### ◦ Corporate Affairs Administrator

Darlington, DL3 6HX

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

County Durham & Darlington NHS Foundation Trust

[Apply now on NHS Jobs for Corporate Affairs Administrator job \(opens in a new window\)](#) <sup>[6]</sup>

- **Deputy Director of Corporate Affairs Band 8D QIA#129**

Lincoln, LN2 5QY

Salary:

£88168.00 to £101677.00

Type:

Permanent

Employer:

United Lincolnshire Hospitals NHS Trust

[Apply now on NHS Jobs for Deputy Director of Corporate Affairs Band 8D QIA#129 job \(opens in a new window\)](#) <sup>[7]</sup>

- **Marketing and Projects Assistant**

Betteshanger, Deal, CT14 0EN

Canterbury, CT1 3NG

St Peters Road, CT9 4AN

Ashford, TN24 0LZ

Salary:

£25633.00 to £27334.00

Type:

Permanent

Employer:

Spencer Private Hospitals Ltd

[Apply now on NHS Jobs for Marketing and Projects Assistant job \(opens in a new window\)](#) <sup>[8]</sup>

- **Communications Officer**

Surbiton, KT5 9AL

Salary:

£34521.00 to £41956.00

Type:

Permanent

Employer:

Your Healthcare CIC

[Apply now on NHS Jobs for Communications Officer job \(opens in a new window\)](#) <sup>[9]</sup>

- **Communications Operator**

Bodmin, PL31 2QT

Salary:

£24625.00 to £25674.00

Type:

Permanent

Employer:

Cornwall Partnership NHS Foundation Trust

[Apply now on NHS Jobs for Communications Operator job \(opens in a new window\)](#) <sup>[10]</sup>

- **Corporate Governance Officer**

London, SE5 9RS

Salary:

£44806.00 to £53134.00

Type:

Permanent

Employer:

King's College Hospital NHS Foundation Trust

[Apply now on NHS Jobs for Corporate Governance Officer job \(opens in a new window\)](#) <sup>[11]</sup>

- **Corporate Governance Lead**

Cambridge Bio Medical Campus, CB2 0AY

Salary:

£46148.00 to £52809.00

Type:

Fixed-Term

Employer:

Royal Papworth Hospital NHS Foundation Trust

[Apply now on NHS Jobs for Corporate Governance Lead job \(opens in a new window\)](#) <sup>[12]</sup>

- **Corporate Administrative Assistant**

Lancaster, LA1 4ZP

Salary:

£12.21

Type:

Permanent

Employer:

Lancaster Medical Practice

[Apply now on NHS Jobs for Corporate Administrative Assistant job \(opens in a new window\)](#) <sup>[13]</sup>

- **Corporate Governance Manager**

Norwich, NR1 2DH

Salary:

£53755.00 to £60504.00

Type:

Permanent

Employer:

Norfolk & Suffolk Foundation NHS Trust

[Apply now on NHS Jobs for Corporate Governance Manager job \(opens in a new window\)](#) <sup>[14]</sup>

- **Corporate Governance Manager, NWJCC**

Pontypridd, CF37 5YL

Salary:

£37898.00 to £45637.00

Type:

Permanent

Employer:

Cwm Taf Morgannwg University Health Board

[Apply now on NHS Jobs for Corporate Governance Manager, NWJCC job \(opens in a new window\)](#) <sup>[15]</sup>

- **Communications Support Officer**

Worcester, WR5 1DD

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

Worcestershire Acute Hospitals NHS Trust

[Apply now on NHS Jobs for Communications Support Officer job \(opens in a new window\)](#) <sup>[16]</sup>

- **Head of Communications**

Horley, RH1 1EB

Salary:

£50901.77 to £57323.66

Type:

Permanent

Employer:

Alliance for Better Care CIC

[Apply now on NHS Jobs for Head of Communications job \(opens in a new window\)](#)

[17]

- **Marketing and Projects Officer (Income Generation)**

Dorchester, DT1 2SL

Salary:

£28253.00

Type:

Permanent

Employer:

Weldmar Hospicecare

[Apply now on NHS Jobs for Marketing and Projects Officer \(Income Generation\) job \(opens in a new window\)](#) [18]

- **Inpatient Health Care Assistant - Market Harborough**

Market Harborough, LE16 7BN

Salary:

£24071.00 to £25674.00

Type:

Permanent

Employer:

Leicestershire Partnership NHS Trust

[Apply now on NHS Jobs for Inpatient Health Care Assistant - Market Harborough job \(opens in a new window\)](#) [19]

- **Corporate Governance Manager, NWJCC**

Pontypridd, CF37 5YL

Salary:

£37898.00 to £45637.00

Type:

Permanent

Employer:

Cwm Taf Morgannwg University Health Board

[Apply now on NHS Jobs for Corporate Governance Manager, NWJCC job \(opens in a new window\)](#) [15]

- **Information Communications Technician Apprentice**

Gloucester, GL3 4AW

Salary:

£12514.00

Type:

Apprenticeship

Employer:

Gloucestershire Health and Care NHS Foundation Trust

[Apply now on NHS Jobs for Information Communications Technician Apprentice job \(opens in a new window\)](#) <sup>[20]</sup>

- **Research Communications & PPIE Specialist**

Truro, TR1 3HD

Salary:

£29970.00 to £36483.00

Type:

Permanent

Employer:

Royal Cornwall Hospitals Trust

[Apply now on NHS Jobs for Research Communications & PPIE Specialist job \(opens in a new window\)](#) <sup>[21]</sup>

- **Senior Internal Communications Manager**

Chelsea, SW3 6JJ

Salary:

£54320.00 to £60981.00

Type:

Permanent

Employer:

The Royal Marsden NHS Foundation Trust

[Apply now on NHS Jobs for Senior Internal Communications Manager job \(opens in a new window\)](#) <sup>[22]</sup>

- **Digital Communications Officer, NWJCC**

Caerdydd, CF15 7QZ

Salary:

£37898.00 to £45637.00

Type:

Permanent

Employer:

Cwm Taf Morgannwg University Health Board

[Apply now on NHS Jobs for Digital Communications Officer, NWJCC job \(opens in a new window\)](#) <sup>[23]</sup>

- **Corporate Strategy and Performance Lead**

Northallerton, DL7 8AE

Salary:

£49764.00 to £53817.00



Type:

Permanent

Employer:

North Yorkshire Council

[Apply now on NHS Jobs for Corporate Strategy and Performance Lead job \(opens in a new window\)](#) <sup>[24]</sup>

- **Digital Communications Officer, NWJCC**

Caerdydd, CF15 7QZ

Salary:

£37898.00 to £45637.00

Type:

Permanent

Employer:

Cwm Taf Morgannwg University Health Board

[Apply now on NHS Jobs for Digital Communications Officer, NWJCC job \(opens in a new window\)](#) <sup>[23]</sup>

- **General Manager, Corporate Medical Services \*Internal\***

Carlisle, CA2 7HY

Salary:

£74290.00 to £85601.00

Type:

Permanent

Employer:

North Cumbria Integrated Care NHS Foundation Trust

[Apply now on NHS Jobs for General Manager, Corporate Medical Services \\*Internal\\* job \(opens in a new window\)](#) <sup>[25]</sup>

- **Communications Manager – Berkshire Healthcare Charity**

Bracknell, RG12 2UT

Salary:

£48270.00 to £54931.00

Type:

Fixed-Term

Employer:

Berkshire Healthcare Foundation Trust

[Apply now on NHS Jobs for Communications Manager – Berkshire Healthcare Charity job \(opens in a new window\)](#) <sup>[26]</sup>

- **Senior Communications Manager (NIHR) (XN07)**

Leeds, LS1 2TW

Salary:

£46148.00 to £52809.00

Type:

Fixed-Term

Employer:

Leeds Teaching Hospitals

[Apply now on NHS Jobs for Senior Communications Manager \(NIHR\) \(XN07\) job \(opens in a new window\)](#) <sup>[27]</sup>

- **Director of Communications and Engagement**

Manchester, M13 9WL

Salary:

Negotiable

Type:

Permanent

Employer:

Manchester University NHS Foundation Trust

[Apply now on NHS Jobs for Director of Communications and Engagement job \(opens in a new window\)](#) <sup>[28]</sup>

- **Communications Officer (A&E Ambulance Dispatch)**

Newcastle Upon Tyne, NE15 8NY

Salary:

£22816.00 to £24336.00

Type:

Permanent

Employer:

North East Ambulance Service NHS Foundation Trust

[Apply now on NHS Jobs for Communications Officer \(A&E Ambulance Dispatch\) job \(opens in a new window\)](#) <sup>[29]</sup>

- **Operations Manager Speech, Language and Communication Pathway**

Exeter, EX2 7LE

Salary:

£53755.00 to £60504.00

Type:

Fixed-Term

Employer:

Torbay and South Devon NHS Foundation Trust

[Apply now on NHS Jobs for Operations Manager Speech, Language and Communication Pathway job \(opens in a new window\)](#) <sup>[30]</sup>

- **Assistant Training and Learning Manager-Corporate Trust Induction Lead**

Luton, LU4 0DZ

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

Bedfordshire Hospitals NHS Foundation Trust

[Apply now on NHS Jobs for Assistant Training and Learning Manager-Corporate Trust Induction Lead job \(opens in a new window\)](#) <sup>[31]</sup>

- **Speech and Language Therapist - Dysphagia and Complex Communication**

Walthamstow, E17 3LA

Salary:

£37338.00 to £44962.00

Type:

Fixed-Term

Employer:

NELFT North East London Foundation Trust

[Apply now on NHS Jobs for Speech and Language Therapist - Dysphagia and Complex Communication job \(opens in a new window\)](#) <sup>[32]</sup>

- **Further information**

For further information about a career in communications and corporate affairs management, please contact

- [Association for Healthcare Communications and Marketing](#) <sup>[33]</sup>
- [Chartered Institute of Marketing](#) <sup>[34]</sup>
- [Chartered Institute of Public Relations](#) <sup>[35]</sup>
- [Public Relations Consultants Association](#) <sup>[36]</sup>

## Other roles that may interest you

- [Human resources \(HR\) manager](#) <sup>[37]</sup>
  - [Communications/public relations staff](#) <sup>[38]</sup>
  - [Experienced paramedic](#) <sup>[39]</sup>
  - [Emergency care assistant](#) <sup>[40]</sup>
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## Links

[1] <https://www.healthcareers.nhs.uk/explore-roles/general-management/communications-and-corporate-affairs/entry-requirements-skills-and> [2] <https://www.healthcareers.nhs.uk/explore-roles/general-management/communications-and-corporate-affairs/training-and-development> [3] <https://www.healthcareers.nhs.uk/about/careers-nhs/nhs-pay-and-benefits/agenda-change-pay-rates> [4] [https://www.healthcareers.nhs.uk/glossary#Agenda\\_for\\_Change](https://www.healthcareers.nhs.uk/glossary#Agenda_for_Change) [5] <http://www.jobs.nhs.uk> [6] <https://beta.jobs.nhs.uk/candidate/jobadvert/C9439-2425-1572> [7] <https://beta.jobs.nhs.uk/candidate/jobadvert/C9357-25-0423> [8] <https://beta.jobs.nhs.uk/candidate/jobadvert/E0005-25-0023> [9] <https://beta.jobs.nhs.uk/candidate/jobadvert/B9811-25-0037> [10] <https://beta.jobs.nhs.uk/candidate/jobadvert/C9201-25-0472> [11] <https://beta.jobs.nhs.uk/candidate/jobadvert/C9213-25-0443> [12] <https://beta.jobs.nhs.uk/candidate/jobadvert/C9175-25-0170> [13] <https://beta.jobs.nhs.uk/candidate/jobadvert/A4138-25-0006> [14] <https://beta.jobs.nhs.uk/candidate/jobadvert/C9246-25-0511> [15] <https://beta.jobs.nhs.uk/candidate/jobadvert/H9110-25-0552> [16] <https://beta.jobs.nhs.uk/candidate/jobadvert/C9365-25-0365> [17] <https://beta.jobs.nhs.uk/candidate/jobadvert/B0141-25-0023> [18] <https://beta.jobs.nhs.uk/candidate/jobadvert/B0149-WH25-2> [19] <https://beta.jobs.nhs.uk/candidate/jobadvert/C9313-25-0265> [20] <https://beta.jobs.nhs.uk/candidate/jobadvert/C9327-25-0362> [21] <https://beta.jobs.nhs.uk/candidate/jobadvert/C9156-7136886> [22] <https://beta.jobs.nhs.uk/candidate/jobadvert/C9282-25-0349> [23] <https://beta.jobs.nhs.uk/candidate/jobadvert/H9110-25-0560> [24] <https://beta.jobs.nhs.uk/candidate/jobadvert/F0025-25-0034> [25] <https://beta.jobs.nhs.uk/candidate/jobadvert/C9262-25-0525> [26] <https://beta.jobs.nhs.uk/candidate/jobadvert/C9371-25-0394> [27] <https://beta.jobs.nhs.uk/candidate/jobadvert/C9298-MDI-0145> [28] <https://beta.jobs.nhs.uk/candidate/jobadvert/C9349-25-1272> [29] <https://beta.jobs.nhs.uk/candidate/jobadvert/C9340-COAED-04-25> [30] <https://beta.jobs.nhs.uk/candidate/jobadvert/C9388-25-0592> [31] <https://beta.jobs.nhs.uk/candidate/jobadvert/C9418-25-0463> [32] <https://beta.jobs.nhs.uk/candidate/jobadvert/C9395-25-0577> [33] <http://www.ahcm.org.uk> [34] <http://www.cim.co.uk> [35] <http://www.cipr.co.uk/> [36] <http://www.prca.org.uk/> [37] <https://www.healthcareers.nhs.uk/explore-roles/management/roles-management/human-resources-hr-manager> [38] <https://www.healthcareers.nhs.uk/explore-roles/wider-healthcare-team/roles-wider-healthcare-team/corporate-services/communicationspublic-relations-staff> [39] <https://www.healthcareers.nhs.uk/explore-roles/ambulance-service-team/roles-ambulance-service/experienced-paramedic> [40] <https://www.healthcareers.nhs.uk/explore-roles/ambulance-service-team/roles-ambulance-service/emergency-care-assistant>