

# 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

### ◦ Marketing and Communications Assistant

Prestwich, M25 3BL

Salary:

£24937.00 to £26598.00

Type:

Fixed-Term

Employer:

Greater Manchester Mental Health NHSFT

[Apply now on NHS Jobs for Marketing and Communications Assistant job \(opens in a new window\)](#) <sup>[6]</sup>

- **Marketing Executive**

London, EC2A 1AS

Salary:

£35000.00

Type:

Permanent

Employer:

Barchester Healthcare

[Apply now on NHS Jobs for Marketing Executive job \(opens in a new window\)](#) <sup>[7]</sup>

- **Housekeeper - Market Harborough**

Market Harborough, LE16 7BN

Salary:

£24465.00

Type:

Permanent

Employer:

Leicestershire Partnership NHS Trust

[Apply now on NHS Jobs for Housekeeper - Market Harborough job \(opens in a new window\)](#) <sup>[8]</sup>

- **Regional Marketing Manager**

Camberley, GU15 2LN

Salary:

Negotiable

Type:

Permanent

Employer:

Aria Care

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

- **Corporate Governance Officer**

Leeds, LS11 0DL

Salary:

£27485.00 to £30162.00

Type:

Permanent  
Employer:  
Leeds Community Healthcare NHS Trust  
[Apply now on NHS Jobs for Corporate Governance Officer job \(opens in a new window\)](#) <sup>[10]</sup>

- **Corporate Governance Manager**

Bradford, BD9 6RJ

Salary:  
£47810.00 to £54710.00

Type:  
Permanent

Employer:  
Bradford Teaching Hospitals NHS Foundation Trust  
[Apply now on NHS Jobs for Corporate Governance Manager job \(opens in a new window\)](#) <sup>[11]</sup>

- **Communications Lead**

Sunderland, SR5 1SF

Salary:  
£26500.00

Type:  
Permanent

Employer:  
Sunderland Carers Centre  
[Apply now on NHS Jobs for Communications Lead job \(opens in a new window\)](#) <sup>[12]</sup>

- **Communications Assistant**

Carmarthen, SA31 3BB

Salary:  
£27898.00 to £30615.00

Type:  
Fixed-Term

Employer:  
Hywel Dda University Health Board  
[Apply now on NHS Jobs for Communications Assistant job \(opens in a new window\)](#) <sup>[13]</sup>

- **Programme Director, Communications**

Manchester, M1 3BN

Salary:  
£109179.00 to £125637.00

Type:

Permanent

Employer:

NICE – The National Institute for Health and Care Excellence

[Apply now on NHS Jobs for Programme Director, Communications job \(opens in a new window\)](#) <sup>[14]</sup>

- **Engagement & Communications Manager**

Basildon, SS143BY

Salary:

£62000.00 to £65000.00

Type:

Fixed-Term

Employer:

iPP Analytics Limited

[Apply now on NHS Jobs for Engagement & Communications Manager job \(opens in a new window\)](#) <sup>[15]</sup>

- **Corporate Governance Manager (Band 7)**

Steeton, BD20 6TD

Salary:

£47810.00 to £54710.00

Type:

Permanent

Employer:

Airedale NHS Foundation Trust

[Apply now on NHS Jobs for Corporate Governance Manager \(Band 7\) job \(opens in a new window\)](#) <sup>[16]</sup>

- **Digital, Marketing and Admin Officer Apprentice**

Willerby, HU10 6ED

Salary:

£24465.00

Type:

Permanent

Employer:

Humber Teaching NHS Foundation Trust

[Apply now on NHS Jobs for Digital, Marketing and Admin Officer Apprentice job \(opens in a new window\)](#) <sup>[17]</sup>

- **Digital Communications Support Officer**

To be confirmed, SA31 3BB

Salary:

£27898.00 to £30615.00

Type:

Fixed-Term

Employer:

Hywel Dda University Health Board

[Apply now on NHS Jobs for Digital Communications Support Officer job \(opens in a new window\)](#) <sup>[18]</sup>

- **Fundraising and Communications Manager**

Cardiff, CF14 4XW

Salary:

£31516.00 to £38364.00

Type:

Fixed-Term

Employer:

Cardiff and Vale University Health Board

[Apply now on NHS Jobs for Fundraising and Communications Manager job \(opens in a new window\)](#) <sup>[19]</sup>

- **Community Engagement Communications Officer**

Southampton, SO16 4GX

Salary:

£31049.00 to £37796.00

Type:

Fixed-Term

Employer:

Hampshire and Isle of Wight Healthcare NHS Foundation Trust

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

- **Training and Communications Administrator**

Grimsby, DN31 1SQ

Salary:

£24100.00

Type:

Permanent

Employer:

Care Plus Group

[Apply now on NHS Jobs for Training and Communications Administrator job \(opens in a new window\)](#) <sup>[21]</sup>

- **Corporate Governance Membership Officer (Band 7)**

Steeton, BD20 6TD

Salary:

£47810.00 to £54710.00

Type:

Permanent

Employer:

Airedale NHS Foundation Trust

[Apply now on NHS Jobs for Corporate Governance Membership Officer \(Band 7\) job \(opens in a new window\)](#) <sup>[22]</sup>

- **Board Secretary and Corporate Services Manager**

Yeovil, BA21 4AT

Taunton, TA1 5DA

Salary:

£55690.00 to £62682.00

Type:

Permanent

Employer:

Somerset NHS Foundation Trust

[Apply now on NHS Jobs for Board Secretary and Corporate Services Manager job \(opens in a new window\)](#) <sup>[23]</sup>

- **Head of Corporate Governance (Band 8b)**

Steeton, BD20 6TD

Salary:

£64455.00 to £74896.00

Type:

Permanent

Employer:

Airedale NHS Foundation Trust

[Apply now on NHS Jobs for Head of Corporate Governance \(Band 8b\) job \(opens in a new window\)](#) <sup>[24]</sup>

- **Brand and Digital Communications Manager**

Maidstone, ME16 9PB

Salary:

£47810.00 to £54710.00

Type:

Permanent

Employer:

Kent & Medway NHS & Social Care Partnership Trust

[Apply now on NHS Jobs for Brand and Digital Communications Manager job \(opens in a new window\)](#) <sup>[25]</sup>

- **Digital Content and Communications Officer**

Maidstone, ME16 9PH

Salary:

£31049.00 to £37796.00

Type:

Permanent

Employer:

Kent & Medway NHS & Social Care Partnership Trust

[Apply now on NHS Jobs for Digital Content and Communications Officer job \(opens in a new window\)](#) <sup>[26]</sup>

- **Head of PPI and Research Communications**

London, NW1 2PG

Salary:

£72921.00 to £83362.00

Type:

Permanent

Employer:

University College London Hospitals NHS Foundation Trust

[Apply now on NHS Jobs for Head of PPI and Research Communications job \(opens in a new window\)](#) <sup>[27]</sup>

- **Sussex CRDC Communications and Engagement Manager**

Brighton, BN2 1ES

Salary:

£47810.00 to £54710.00

Type:

Permanent

Employer:

University Hospitals Sussex NHS Foundation Trust (279)

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

- **Head of Board Development & Corporate Regulatory Compliance (Band 8b)**

Steeton, BD20 6TD

Salary:

£64455.00 to £74896.00

Type:

Permanent

Employer:

Airedale NHS Foundation Trust  
[Apply now on NHS Jobs for Head of Board Development & Corporate Regulatory Compliance \(Band 8b\) job \(opens in a new window\)](#) <sup>[29]</sup>

- **Fundraising & Communications Officer, Welsh Ambulance Service Charity**

WAST office (Swansea, St Asaph, Cardiff or Cwmbran), NP44 7HF

Salary:

£39263.00 to £47280.00

Type:

Fixed-Term

Employer:

Welsh Ambulance NHS Trust

[Apply now on NHS Jobs for Fundraising & Communications Officer, Welsh Ambulance Service Charity job \(opens in a new window\)](#) <sup>[30]</sup>

- **Further information**

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

- [Association for Healthcare Communications and Marketing](#) <sup>[31]</sup>
- [Chartered Institute of Marketing](#) <sup>[32]</sup>
- [Chartered Institute of Public Relations](#) <sup>[33]</sup>
- [Public Relations Consultants Association](#) <sup>[34]</sup>

## Other roles that may interest you

- [Human resources \(HR\) manager](#) <sup>[35]</sup>
- [Communications/public relations staff](#) <sup>[36]</sup>
- [Knowledge and library services](#) <sup>[37]</sup>
- [Experienced paramedic](#) <sup>[38]</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/C9437-25-0653> [7] <https://beta.jobs.nhs.uk/candidate/jobadvert/E0177-25-8121> [8] <https://beta.jobs.nhs.uk/candidate/jobadvert/C9313-25-0490> [9] <https://beta.jobs.nhs.uk/candidate/jobadvert/L0121-25-1170> [10]

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