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# Communications/public relations staff

Communications and public relations (PR) staff help NHS organisations engage with patients, their local communities, staff and other interested groups including the media.

# Working life

Working in communications could be

- internal making sure that staff are consulted and engaged on what is happening at the organisation
- external communicating with and consulting the local and national media, politicians, other organisations and the public

#### Press interview

You'll use many different types of communication including

- print newsletters, leaflets and posters
- digital websites, social media, intranets and online video
- the media TV and radio interviews, local and national press releases
- events conferences, meetings, exhibitions and speeches
- ad campaigns in newspapers, on local radio, social media and in the community, such as on public transport

# The role

Your role in communications and PR can include

- managing the reputation of the organisation
- · developing, implementing and evaluating communications strategies
- media handling, such as placing good news stories, handling bad publicity and dealing with enquiries
- developing links with local organisations
- updating the website, intranet and social media

- briefing other health organisations on developments, plans and incidents
- producing information for patients
- writing speeches for senior managers
- managing the NHS corporate identity and taking local responsibility for the NHS brand
- including patients and local communities in changes to health services
- advising senior colleagues on strategic communications
- health promotion campaigns.

Jobs may have different titles. Some reflect the seniority of the post, for example

#### Apprenticeships logo

- communications and engagement officer
- communications lead
- communications and marketing officer
- · communications and engagement assistant
- deputy head of communications
- communications specialist
- communications manager
- head of communications and engagement

#### Who will I work with?

Depending on the size of the organisation, communications staff may work alone or as part of a team. In a large organisation, there may be a communications department, with a communications director who may be a senior manager. In some organisations, communications staff may have other related roles, such as patient and public involvement or corporate affairs.

Find out more about managerial roles in communications and corporate affairs [1]

Some communications and PR staff work for PR companies which provide services or run campaigns for the NHS.

# **Entry requirements**

Although there is no set entry route, communications and PR staff often have a relevant qualification. This could be in PR, marketing, journalism or communications, often at degree level.

Employers may expect experience, which could be paid or voluntary. It may be possible to gain experience in an admin job in a communications department.

Communicating with and consulting the local and national media, politicians, other organisations and members of the public

# Skills and personal characteristics needed

#### Communications and PR staff need to be

- creative
- able to communicate messages clearly
- willing to work under pressure
- accurate, with an eye for detail
- able to deal with sensitive situations

#### They also need

- · excellent writing skills
- · excellent speaking and presentation skills
- good networking skills
- research skills
- social media skills

# **Training and development**

When you start the job, you will be given the training you need including an introduction to the department and its systems and procedures. You will be expected to keep your knowledge and skills up to date. Your employer may offer you the chance to go on short courses on particular topics such as social media, web development, etc.

You may also have the opportunity to get a qualification by doing an apprenticeship. And you could take further qualifications such as those offered by

- Association for Healthcare Communications and Marketing [2]
- Chartered Institute of Public Relations [3]
- Public Relations Consultants Association [4]

Communications and PR staff can become members of a professional association such as the <u>Association for Healthcare Communications and Marketing [2]</u>, the <u>Chartered Institute of Public Relations [3]</u> or the <u>Public Relations Consultants Association [4]</u>. Each organisation offers conferences, seminars and meetings where staff can update their skills and knowledge and network with others in the same field.

# Pay and conditions

Communications and PR staff working in the NHS are paid on the <u>Agenda for Change</u> (AfC) [5] pay system. You will typically start in a position on AfC [6] band 2 or 3. With further training and experience, you could apply for more senior positions at bands 4 and 5. Senior managers will be paid more.

Communications and PR staff in the NHS work standard hours of around 37.5 a week. They may have to attend meetings or events in the evenings or at weekends. Some may be part of an on-call rota for media enquiries.

Terms and conditions will usually be different for clinical support staff working outside of the NHS.

# · Where the role can lead

With experience, communications and PR staff can progress to become managers of a department or area. With further experience they could become a director of communications, responsible for all communications and PR in an organisation.

There may also be opportunities to work outside the NHS.

# Job market and vacancies

If you're applying for a role either directly in the NHS or in an organisation that provides NHS services, you'll be asked to show how you think the NHS values apply in your everyday work. Find out more about NHS values. [7]

Most NHS trusts advertise their vacancies on NHS Jobs [8]. Some of the current vacancies are below.

# Find a vacancy

Enter your location or postcode

#### Show results within

#### Search

### Senior Digital Communications Officer

Cardiff, CF11 9AD

Salary:

£37898.00 to £45637.00

Type:

Permanent

Employer:

Digital Health and Care Wales

Apply now on NHS Jobs for Senior Digital Communications Officer job (opens in a new window) [9]

### Head of Communications and Marketing

Bradford, BD6 9RJ

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

Bradford Teaching Hospitals NHS Foundation Trust

Apply now on NHS Jobs for Head of Communications and Marketing job (opens in a new window) [10]

### Marketing Communications Manager - Europe (Remote working)

Bagshot, GU19 5HL

Salary:

Negotiable

Type:

Permanent

Employer:

iRhythm Technologies Ltd

Apply now on NHS Jobs for Marketing Communications Manager - Europe (Remote working) job (opens in a new window) [11]

#### Communications Officer

Cardiff, CF14 4HH

Salary:

£30420.00 to £37030.00

Type:

Permanent

Employer:

Cardiff and Vale University Health Board

Apply now on NHS Jobs for Communications Officer job (opens in a new window)

[12]

#### Patient Communications Assistant

Trowbridge, BA14 8LW

Salary:

£12.51

Type:

Permanent

Employer:

Trowbridge Health Centre

Apply now on NHS Jobs for Patient Communications Assistant job (opens in a new window) [13]

#### Deputy Head of Communications

Cardiff, CF10 4BZ

Salary:

£63150.00 to £73379.00

Type:

Permanent

Employer:

**Public Health Wales** 

Apply now on NHS Jobs for Deputy Head of Communications job (opens in a new window) [14]

#### Senior Strategic Communications Manager

London, SW11 7BW

Salary:

£44550.00 to £49489.00

Type:

Permanent

Employer:

Marie Curie

Apply now on NHS Jobs for Senior Strategic Communications Manager job (opens in a new window) [15]

#### Senior External Affairs and Communications Adviser

Cardiff, CF11 9AD

Salary:

£45239.00

Type:

Fixed-Term

Employer:

NHS Confederation

Apply now on NHS Jobs for Senior External Affairs and Communications Adviser job (opens in a new window) [16]

# Communications Team Leader - Campaigns and Media

Plymouth, PL6 8DH

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

University Hospitals Plymouth NHS Trust
Apply now on NHS Jobs for Communications Team Leader - Campaigns and

Media job (opens in a new window) [17]

### Band 6 - IT Contracts and Finance Lead, Information and Communication

Watford, WD18 0HB

Salary:

£39205.00 to £47084.00

Type:

Secondment

Employer:

West Hertfordshire Teaching Hospitals NHS Trust

Apply now on NHS Jobs for Band 6 - IT Contracts and Finance Lead, Information and Communication job (opens in a new window) [18]

### Relational Therapist

Bedfordshire, MK40 2AW

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

East London NHS Foundation Trust

Apply now on NHS Jobs for Relational Therapist job (opens in a new window) [19]

### Community Relations Manager

Chipping Campden, GL55 6DR

Salary:

£40000.00 to £49200.00

Type:

Permanent

Employer:

Aria Care

Apply now on NHS Jobs for Community Relations Manager job (opens in a new window) [20]

# Community Relations Manager

Epsom, KT17 1TJ

Salary:

£40000.00 to £49000.00

Type:

Permanent

Employer:

Aria Care

Apply now on NHS Jobs for Community Relations Manager job (opens in a new window) [21]

### Community Relations Manager

Chipping Norton, OX7 6DB

Salary:

£40000.00 to £49200.00

Type:

Permanent

Employer:

Aria Care

Apply now on NHS Jobs for Community Relations Manager job (opens in a new window) [22]

### Community Relations Manager

Sutton, SM2 6ND

Salary:

£40000.00 to £49000.00

Type:

Permanent

Employer:

Aria Care

Apply now on NHS Jobs for Community Relations Manager job (opens in a new window) [23]

# Operations Manager (Internal Relations)

Leeds, LS2 9AE

Salary:

£37000.00 to £42000.00

Type:

Permanent

Employer:

Leeds Student Medical Practice

Apply now on NHS Jobs for Operations Manager (Internal Relations) job (opens in a new window) [24]

# Governance, Employee Relations, Change Admin

Barnsley, S75 3FG

Salary:

£27482.00 to £30162.00

Type:

Fixed-Term

Employer:

NHS Blood and Transplant

Apply now on NHS Jobs for Governance, Employee Relations, Change Admin job (opens in a new window) [25]

#### B6 Occupational Therapist (Stroke Ward) - Market Harborough

Market Harborough, LE16 7BN

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

Leicestershire Partnership NHS Trust

Apply now on NHS Jobs for B6 Occupational Therapist (Stroke Ward) - Market Harborough job (opens in a new window) [26]

### Social Media and Marketing Content Executive (Mat Cover)

Basingstoke, RG24 9NP

Salary:

£24581.00 to £28496.00

Type:

Fixed-Term

Employer:

St Michael's Hospice (North Hampshire)

Apply now on NHS Jobs for Social Media and Marketing Content Executive (Mat Cover) job (opens in a new window) [27]

### Digital Midwife

York and Scarborough, YO318TA

Salary:

£47810.00 to £54710.00

Type:

Fixed-Term

Employer:

York and Scarborough Teaching Hospitals NHS Foundation Trust Apply now on NHS Jobs for Digital Midwife job (opens in a new window) [28]

### Digital Project Manager

Dartford, DA2 8DA

Salary:

£55877.00 to £62626.00

Type:

Permanent

Employer:

Dartford and Gravesham NHS Trust

Apply now on NHS Jobs for Digital Project Manager job (opens in a new window)

[29]

### Digital Project Manager

Taunton, TA1 1HE

Salary:

£46148.00 to £52809.00

Type:

Fixed-Term

Employer:

Somerset NHS Foundation Trust

Apply now on NHS Jobs for Digital Project Manager job (opens in a new window)

[30

### Digital Transformation Lead

Redhill, RH1 1EB Caterham, CR3 6JU Redhill, RH1 3PN

Salary:

Negotiable

Type:

Permanent

Employer:

The House Partnership

Apply now on NHS Jobs for Digital Transformation Lead job (opens in a new window) [31]

### Digital Customer Service

Estuary Point, L24 8RF

Salary:

£26530.00 to £29114.00

Type:

Fixed-Term

Employer:

North West Ambulance Service NHS Trust

Apply now on NHS Jobs for Digital Customer Service job (opens in a new window)

[32]

### Digital Test Lead

Reading, RG1 5AN

Salary:

£53755.00 to £60504.00

Type:

Permanent

Employer:

Royal Berkshire NHS Foundation Trust

Apply now on NHS Jobs for Digital Test Lead job (opens in a new window) [33]

### Digital Content Creator

Kemptown, Brighton and Hove, Brighton, BN2 0AE

Salary:

£29970.00 to £36483.00

Type:

Permanent

Employer:

University Hospitals Sussex NHS Foundation Trust (279)

Apply now on NHS Jobs for Digital Content Creator job (opens in a new window)

[34]

### Digital Test Engineer

Reading, RG1 5AN

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

Royal Berkshire NHS Foundation Trust

Apply now on NHS Jobs for Digital Test Engineer job (opens in a new window) [35]

### Chief Digital Officer

Cardiff, CF14 3UZ

Salary:

£89491.00 to £103203.00

Type:

Permanent

Employer:

NHS Wales Shared Services Partnership

Apply now on NHS Jobs for Chief Digital Officer job (opens in a new window) [36]

### Digital Systems Manager

Gloucester, GL34AW

Salary:

£37338.00 to £44962.00

Type:

Fixed-Term

Employer:

Gloucestershire Health and Care NHS Foundation Trust

Apply now on NHS Jobs for Digital Systems Manager job (opens in a new window)

[37]

### Digital Support Officer

Nottingham, NG2 3AJ Sutton-in-ashfield, NG17 4JL Nottingham, NG7 2UH

Salary:

£30000.00

Type:

Permanent

Employer:

**NEMS Community Benefit Services Ltd** 

Apply now on NHS Jobs for Digital Support Officer job (opens in a new window) [38]

### Digital Project Manager

Rayleigh, SS67JF

Salary:

£27000.00

Type:

Permanent

Employer:

GP Healthcare Alliance

Apply now on NHS Jobs for Digital Project Manager job (opens in a new window)
[39]

#### Consultant in Public Health/Consultant in Public Health Medicine

County hall, OX1 1ND

Salary:

£91615.00 to £103835.00

Type:

Permanent

Employer:

Oxfordshire County Council

Apply now on NHS Jobs for Consultant in Public Health/Consultant in Public Health

Medicine job (opens in a new window) [40]

#### Public Health Nurse

Woodbridge, IP12 3JW

Salary:

Negotiable

Type:

Permanent

Employer:

**Practice Plus Group** 

Apply now on NHS Jobs for Public Health Nurse job (opens in a new window) [41]

#### Public Health Nurse

Liverpool, L9 7LH

Salary:

£33232.00 to £40211.00

Type:

Permanent

Employer:

**Practice Plus Group** 

Apply now on NHS Jobs for Public Health Nurse job (opens in a new window) [42]

#### Public Health Nurse

St Helens, WA11 0LA

Salary:

£29970.00 to £36483.00

Type:

Permanent

Employer:

Wirral Community Health and Care NHS Foundation Trust

Apply now on NHS Jobs for Public Health Nurse job (opens in a new window) [43]

#### Public Health Practitioner

Trowbridge, BA14 8JN

Salary:

£38626.00 to £40476.00

Type:

Fixed-Term

Employer:

Wiltshire Council

#### Public Health Nurse

Greasby, CH49 3AT

Salary:

£29970.00 to £36483.00

Type:

Permanent

Employer:

Wirral Community Health and Care NHS Foundation Trust
Apply now on NHS Jobs for Public Health Nurse job (opens in a new window) [45]

### Digital Education Content Designer

Burton, DE13 0RB

Salary:

£29970.00 to £36483.00

Type:

Fixed-Term

Employer:

University Hospitals of Derby and Burton NHS Foundation Trust Apply now on NHS Jobs for Digital Education Content Designer job (opens in a new window) [46]

## Digital Education Content Designer

Derby, DE22 3NE

Salary:

£29969.00 to £36483.00

Type:

Fixed-Term

Employer:

University Hospitals of Derby and Burton NHS Foundation Trust Apply now on NHS Jobs for Digital Education Content Designer job (opens in a new window) [47]

### Senior Digital Medicines Pharmacist

Bristol, BS2 8HW

Salary:

£53755.00 to £60504.00

Type:

Permanent

Employer:

University Hospitals Bristol and Weston NHS Foundation Trust (UHBW)

<u>Apply now on NHS Jobs for Senior Digital Medicines Pharmacist job (opens in a new window)</u>

[48]

### Digital Infrastructure Operations Manager

Guildford, GU2 7XX

Salary:

£64337.00 to £74415.00

Type:

Permanent

Employer:

Royal Surrey NHS Foundation Trust

Apply now on NHS Jobs for Digital Infrastructure Operations Manager job (opens in a new window) [49]

### Digital Pathology Support Specialist

London, WC1N 3BG

Salary:

£35964.00 to £43780.00

Type:

Fixed-Term

Employer:

University College London Hospitals NHS Foundation Trust

<u>Apply now on NHS Jobs for Digital Pathology Support Specialist job (opens in a new window)</u>

[50]

# Digital Clinical Safety Officer

Truro, TR1 3LJ

Salary:

£53755.00 to £60504.00

Type:

Permanent

Employer:

Royal Cornwall Hospitals Trust

Apply now on NHS Jobs for Digital Clinical Safety Officer job (opens in a new window) [51]

# Senior Digital Application Specialist

Cwmbran, NP44 3HR

Salary:

£30420.00 to £37030.00

Type:

Permanent

Employer:

Aneurin Bevan University Health Board

Apply now on NHS Jobs for Senior Digital Application Specialist job (opens in a new window) [52]

### Digital Service Desk Analyst

Kings Lynn, PE30 4ET

Salary:

£24625.00 to £25674.00

Type:

Permanent

Employer:

The Queen Elizabeth Hospital King's Lynn NHSFT

Apply now on NHS Jobs for Digital Service Desk Analyst job (opens in a new window) [53]

#### Recovery Worker Digital Interventions

Winchester, SO23 8UL

Salary:

£29970.00 to £36483.00

Type:

Permanent

Employer:

Inclusion

Apply now on NHS Jobs for Recovery Worker Digital Interventions job (opens in a new window) [54]

#### Senior Public Health Nurse

Winchester, SO22 5DF

Salary:

£46525.00 to £52507.00

Type:

Permanent

Employer:

**Practice Plus Group** 

Apply now on NHS Jobs for Senior Public Health Nurse job (opens in a new window) [55]

### Community Public Health Nurse

Witney, OX29 7DX

Salary:

£29970.00 to £36483.00

Type:

Permanent

Employer:

Oxford Health NHS Trust

Apply now on NHS Jobs for Community Public Health Nurse job (opens in a new window) [56]

#### Assistant Public Health Practitioner

Sutton in Ashfield, NG17 1BE

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

Nottinghamshire Healthcare NHS Foundation Trust

Apply now on NHS Jobs for Assistant Public Health Practitioner job (opens in a new window) [57]

#### Director of Public Health

Truro, TR1 3AY

Salary:

£87645.00 to £122911.00

Type:

Permanent

Employer:

Cornwall Council

Apply now on NHS Jobs for Director of Public Health job (opens in a new window)
[58]

#### Environmental Public Health Scientist

Cardiff, CF10 4BZ

Salary:

£46840.00 to £53602.00

Type:

Fixed-Term

Employer:

**Public Health Wales** 

Apply now on NHS Jobs for Environmental Public Health Scientist job (opens in a new window) [59]

#### Director of Public Health

Silverlink North, NE27 0BY

Salary:

£105467.00

Type:

Permanent

Employer:

North Tyneside Council

Apply now on NHS Jobs for Director of Public Health job (opens in a new window)
[60]

## Public Health Programme Manager

Carmarthen, SA31 3BB

Salary:

£75405.00 to £86885.00

Type:

Fixed-Term

Employer:

Hywel Dda University Health Board

Apply now on NHS Jobs for Public Health Programme Manager job (opens in a new window) [61]

#### Consultant In Public Health

Darlington, DL3 6HX Durham, DH1 5TW

Salary:

Negotiable

Type:

Permanent

Employer:

County Durham & Darlington NHS Foundation Trust

Apply now on NHS Jobs for Consultant In Public Health job (opens in a new window) [62]

#### Consultant Midwife Public Health

London, E11 1NR

Salary:

£80025.00 to £91336.00

Type:

Fixed-Term

Employer:

Barts Health NHS Trust

Apply now on NHS Jobs for Consultant Midwife Public Health job (opens in a new window) [63]

### Digital Systems Specialist - Application Delivery

Nottingham, NG3 6AA

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

Nottinghamshire Healthcare NHS Foundation Trust

Apply now on NHS Jobs for Digital Systems Specialist - Application Delivery job (opens in a new window) [64]

### Digital Support Engineer (Service Support)

Bolton, BL1 5DD

Salary:

£27485.00 to £30162.00

Type:

Permanent

Employer:

North West Ambulance Service NHS Trust

Apply now on NHS Jobs for Digital Support Engineer (Service Support) job (opens in a new window) [65]

### Digital Health Records Scanning Clerk

Southport, PR8 6PN

Salary:

£24169.00

Type:

Permanent

Employer:

Mersey and West Lancashire Teaching Hospitals NHS Trust

Apply now on NHS Jobs for Digital Health Records Scanning Clerk job (opens in a new window) [66]

### Associate Director of Digital Delivery

Reading, RG1 5AN

Salary:

£88168.00 to £101677.00

Type:

Permanent

Employer:

Royal Berkshire NHS Foundation Trust

Apply now on NHS Jobs for Associate Director of Digital Delivery job (opens in a new window) [67]

### Lead Pharmacy Technician - Digital Medicines

London, NW1 0PE

Salary:

£54320.00 to £60981.00

Type:

Fixed-Term

Employer:

North London NHS Foundation Trust

Apply now on NHS Jobs for Lead Pharmacy Technician - Digital Medicines job (opens in a new window) [68]

# Further information

- Chartered Institute of Public Relations [69]
- Public Relations Consultants Association [70]

# Other roles that may interest you

- Communications and corporate affairs [71]
- Knowledge and library services [72]
- Experienced paramedic [73]
- Emergency care assistant [74]

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