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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

- <u>Association for Healthcare Communications and Marketing</u> [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</u> [2], the <u>Chartered Institute of</u> <u>Public Relations</u> [3] or the <u>Public Relations Consultants Association</u> [4]. 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> (<u>AfC</u>) <sup>[5]</sup> pay system. You will typically start in a position on <u>AfC</u> <sup>[6]</sup> 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. <u>Find out more about NHS values.</u> [7]

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

### Find a vacancy

Enter your location or postcode

Show results within

Search

#### Marketing and Communications Officer

Truro, TR1 3LP Salary: £24000.00 to £29000.00 Type: Permanent Employer: Kernow Health CIC Apply now on NHS Jobs for Marketing and Communications Officer job (opens in a new window) [9]

### Marketing and Communications Officer - Banbury

Banbury, OX16 4TJ Salary: £31049.00 to £37796.00 Type: Permanent Employer: Oxford Health NHS Trust <u>Apply now on NHS Jobs for Marketing and Communications Officer - Banbury job</u> (opens in a new window) [10]

#### Communications & Engagement Manager - GM Digital Research Unit

Manchester, M40 5BP

Salary:

£38682.00 to £46580.00

Type:

Fixed-Term

Employer:

Greater Manchester Mental Health NHSFT

Apply now on NHS Jobs for Communications & Engagement Manager - GM Digital Research Unit job (opens in a new window) [11]

### Communications Officer

Sheffield, S4 7QQ

Salary:

£31049.00 to £37796.00

Type:

Permanent

Employer:

Sheffield Health and Social Care NHS Foundation Trust

Apply now on NHS Jobs for Communications Officer job (opens in a new window)
[12]

### Communications Lead

Sunderland, SR5 1SF Salary: £26500.00 Type: Permanent Employer:

#### Communication & Engagement Officer

Redhill, RH1 5JY Salary: £27485.00 to £30162.00 Type: Permanent Employer: First Community Health and Care Apply now on NHS Jobs for Communication & Engagement Officer job (opens in a new window) [14]

#### 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) [15] • Communications and Engagement Officer

Llantrisant, CF72 8XL Salary: £31516.00 to £38364.00 Type: Permanent Employer: Cwm Taf Morgannwg University Health Board Apply now on NHS Jobs for Communications and Engagement Officer job (opens in a new window) [16]

#### Enhanced Access and Communications Coordinator

North Shields, NE29 0SF

Salary: £12.75 to £13.60 Type: Permanent Employer:

North Shields Primary Care Network Apply now on NHS Jobs for Enhanced Access and Communications Coordinator job (opens in a new window) [17]

#### • 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) [18]

#### 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) [19]

#### • 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) [20]

#### 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 <u>Apply now on NHS Jobs for Fundraising & Communications Officer, Welsh</u> Ambulance Service Charity job (opens in a new window) [21]

#### • PR Manager

London, SE1 8UL

Salary:

Negotiable

Type:

Permanent

Employer:

Active Care Group Apply now on NHS Jobs for PR Manager job (opens in a new window) [22]

#### • 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) [23]

#### 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) [24]

### Senior Employee Relations Advisor/Employee Relations Advisor

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East Grinstead, RH19 3DZ
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Salary:

£31049.00 to £46580.00 Type: Fixed-Term Employer: Queen Victoria Hospital NHS Foundation Trust Apply now on NHS Jobs for Senior Employee Relations Advisor/Employee Relations Advisor job (opens in a new window) [25]

#### Fundraising and Marketing Manager

Cosham, PO6 3LY

Salary:

£47810.00 to £54710.00

Type:

Permanent

Employer:

Portsmouth Hospitals University NHS Trust Apply now on NHS Jobs for Fundraising and Marketing Manager job (opens in a new window) [26]

#### • Community Relations Manager

Sunningdale, SL5 9RL

Salary: £35000.00 to £40000.00 Type: Permanent Employer: Aria Care Apply now on NHS Jobs for Community Relations Manager job (opens in a new window) [27]

#### • Senior Employee Relations Advisor

Warwick, CV34 6RQ Salary: £45000.00 Type: Permanent Employer: British Pregnancy Advisory Service (BPAS) Apply now on NHS Jobs for Senior Employee Relations Advisor job (opens in a new window) [28]

#### • Band 4 - Employee Relations Administrator

Enfield, EN1 3XA

Salary: £32199.00 to £34876.00 Type: Fixed-Term Employer: Royal Free London NHS Foundation Trust Apply now on NHS Jobs for Band 4 - Employee Relations Administrator job (opens in a new window) [29]

#### Band 6 - Senior Employee Relations Advisor

Enfield, EN1 3XA

Salary: £44485.00 to £52521.00 Type: Fixed-Term Employer: Royal Free London NHS Foundation Trust <u>Apply now on NHS Jobs for Band 6 - Senior Employee Relations Advisor job</u> (opens in a new window) [30]

#### • Locum Consultant in Public Health Medicine / Public Health

Baglan, Port Talbot, SA12 7BR

Salary: Negotiable Type: Fixed-Term Employer: Swansea Bay University Health Board Apply now on NHS Jobs for Locum Consultant in Public Health Medicine / Public Health job (opens in a new window) [31]

#### • Public Health Principal - Public Mental Health and Healthy Ageing

Central Milton Keynes, MK9 3EJ

Salary: £46731.00 to £50788.00 Type: Permanent Employer: Milton Keynes Council <u>Apply now on NHS Jobs for Public Health Principal - Public Mental Health and</u> Healthy Ageing job (opens in a new window) [32]

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

Oxford, 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) [33]

#### • Public Health Assistant

Folkestone, CT20 1SZ

Salary:

£24625.00 to £25674.00

Туре:

Permanent

Employer:

Kent Community Health NHS Foundation Trust

Apply now on NHS Jobs for Public Health Assistant job (opens in a new window) [34]

#### • Public Health Practitioner

Mansfield, NG20 0BP

Salary:

£31049.00 to £37796.00

Type:

Permanent

Employer:

Nottinghamshire Healthcare NHS Foundation Trust Apply now on NHS Jobs for Public Health Practitioner job (opens in a new window) [35]

#### Public Health Nurse

Liverpool, L9 7LH Salary: £33232.00 to £40211.00 Type: Permanent Employer: Practice Plus Group

#### • Consultant in Diabetes, GIM related foot disease

London, SE1 7EH Salary: £109725.00 to £145478.00 Type: Permanent Employer: Guy's and St Thomas' NHS Foundation Trust Apply now on NHS Jobs for Consultant in Diabetes, GIM related foot disease job (opens in a new window) [37]

#### • Digital Learning Lead

Southend, SS26GD Salary: £47810.00 Type: Fixed-Term Employer: Mid and South Essex NHS Foundation Trust Apply now on NHS Jobs for Digital Learning Lead job (opens in a new window) [38]

### • Public Health Intelligence Analyst

Swindon, SN1 2JG Salary: £39513.00 Type: Permanent Employer: Swindon Borough Council Apply now on NHS Jobs for Public Health Intelligence Analyst job (opens in a new window) [39]

#### Community Public Health Nurse

Witney, OX29 7DX Salary: £31049.00 to £37796.00 Type: Permanent Employer: Oxford Health NHS Trust Apply now on NHS Jobs for Community Public Health Nurse job (opens in a new window) [40]

### • Specialist Public Health Dietitian

TBC, CF48 1BZ Salary: £39263.00 to £47280.00 Type: Permanent Employer: Cwm Taf Morgannwg University Health Board Apply now on NHS Jobs for Specialist Public Health Dietitian job (opens in a new window) [41]

#### Digital Learning Lead

Southend, SS26GD Salary: £47810.00 Type: Fixed-Term Employer: Mid and South Essex NHS Foundation Trust Apply now on NHS Jobs for Digital Learning Lead job (opens in a new window) [38]

#### Digital Product Specialist

Leatherhead, KT22 7AD Salary: £40617.00 to £48778.00 Type: Permanent Employer: Surrey and Borders Partnership NHS Foundation Trust Apply now on NHS Jobs for Digital Product Specialist job (opens in a new window)

#### • Digital Research Manager

Leatherhead, KT22 7AD Salary: £55690.00 to £62682.00 Type: Permanent Employer: Surrey and Borders Partnership NHS Foundation Trust Apply now on NHS Jobs for Digital Research Manager job (opens in a new window) [43]

#### Digital Project Manager

Plymouth, PL6 8BT

Salary:

£38682.00 to £46580.00

Type:

Fixed-Term Employer:

University Hospitals Plymouth NHS Trust

Apply now on NHS Jobs for Digital Project Manager job (opens in a new window) [44]

#### Digital Support Officer

St Albans, AL3 5TL

Salary:

£32602.00 to £39686.00

Type:

Permanent

Employer:

Hertfordshire Partnership University NHS Foundation Trust Apply now on NHS Jobs for Digital Support Officer job (opens in a new window) [45]

#### Clinical Digital Educator

Derby, DE22 3NE

Salary:

£38682.00 to £46580.00

Type:

Fixed-Term

Employer:

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

#### Digital & Technology Director

Gosforth, NE13 9BA

Salary: £85000.00 Type: Permanent Employer: Everyturn Mental Health <u>Apply now on NHS Jobs for Digital & Technology Director job (opens in a new</u> <u>window)</u> [47]

#### • Community Public Health Nurse

Witney, OX29 7DX

Salary:

£31049.00 to £37796.00

Type: Permanent

Employer:

Oxford Health NHS Trust Apply now on NHS Jobs for Community Public Health Nurse job (opens in a new window) [40]

#### • Specialist Public Health Dietitian

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Salary:

£39263.00 to £47280.00

Type:

Permanent

Employer:

Cwm Taf Morgannwg University Health Board Apply now on NHS Jobs for Specialist Public Health Dietitian job (opens in a new window) [41]

#### • Senior Project Manager (Digital)

Leatherhead, KT22 7AD Salary: £57888.00 to £64880.00 Type: Permanent Employer: Surrey and Borders Partnership NHS Foundation Trust Apply now on NHS Jobs for Senior Project Manager (Digital) job (opens in a new window) [48]

#### • Senior Digital Project Manager

Cardiff, CF10 4BZ

Salary: £48527.00 to £55532.00 Type: Permanent Employer: Public Health Wales Apply now on NHS Jobs for Senior Digital Project Manager job (opens in a new window) [49]

#### Digital and HR administrator

Ramsbury, SN8 2QT Salary: Negotiable Type: Permanent Employer: East Kennet Primary Care Network Apply now on NHS Jobs for Digital and HR administrator job (opens in a new window) [50]

#### • Digital Clinical Specialist (ePMA)

Cwmbran, NP44 8YN Salary: £37898.00 to £45637.00 Type: Fixed-Term Employer: Aneurin Bevan University Health Board Apply now on NHS Jobs for Digital Clinical Specialist (ePMA) job (opens in a new window) [51]

### • Chief Digital Information Officer

Kingston upon Thames, KT2 7QB

Salary: Negotiable Type: Permanent Employer: Kingston and Richmond NHS Foundation Trust Apply now on NHS Jobs for Chief Digital Information Officer job (opens in a new window) [52]

#### • Head of Digital PMO

Leatherhead, KT22 7AD

Salary: £66653.00 to £77094.00 Type: Permanent Employer: Surrey and Borders Partnership NHS Foundation Trust Apply now on NHS Jobs for Head of Digital PMO job (opens in a new window) [53]

#### • Deputy Digital Procurement Manager

Cwmbran, NP44 3HR

Salary:

£39263.00 to £47280.00

Type:

Fixed-Term

Employer:

Aneurin Bevan University Health Board Apply now on NHS Jobs for Deputy Digital Procurement Manager job (opens in a <u>new window)</u> [54]

### Digital Project Manager (Permanent)

Beechdale Road, NG8 3LL Salary: £47810.00 to £54710.00 Type: Permanent Employer: East Midlands Ambulance Service NHS Trust Apply now on NHS Jobs for Digital Project Manager (Permanent) job (opens in a new window) [55]

### • Chief Digital Information Officer

Kingston upon Thames, KT2 7QB

Salary: Negotiable Type: Permanent Employer: Kingston and Richmond NHS Foundation Trust Apply now on NHS Jobs for Chief Digital Information Officer job (opens in a new window) [52]

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Cwmbran, NP44 3HR Salary: £39263.00 to £47280.00 Type: Fixed-Term Employer: Aneurin Bevan University Health Board <u>Apply now on NHS Jobs for Deputy Digital Procurement Manager job (opens in a new window)</u> [54]

#### Digital Project Manager (Permanent)

Beechdale Road, NG8 3LL

Salary: £47810.00 to £54710.00 Type: Permanent Employer: East Midlands Ambulance Service NHS Trust <u>Apply now on NHS Jobs for Digital Project Manager (Permanent) job (opens in a</u> <u>new window)</u> [55]

#### Digital Nurse/AHP Specialist

Bedford, MK42 9AP Salary: £47810.00 to £54710.00 Type: Permanent Employer: Bedfordshire Hospitals NHS Foundation Trust Apply now on NHS Jobs for Digital Nurse/AHP Specialist job (opens in a new window) [56]

### • Joint Deputy Digital Director

Kettering, NN15 6EY Salary: £88168.00 to £101677.00 Type: Permanent Employer: Northamptonshire Healthcare Foundation Trust Apply now on NHS Jobs for Joint Deputy Digital Director job (opens in a new window) [57]

#### Nova Digital Field Engineer

Basildon, SS16 5NL

Salary:

£31049.00

Type: Fixed-Term

Employer:

Mid and South Essex NHS Foundation Trust

Apply now on NHS Jobs for Nova Digital Field Engineer job (opens in a new window) [58]

#### • Senior Digital Infrastructure Engineer

Southend on Sea, SS2 6GE

Salary: £55690.00

Type:

Permanent

Employer:

Mid and South Essex NHS Foundation Trust Apply now on NHS Jobs for Senior Digital Infrastructure Engineer job (opens in a <u>new window)</u> [59]

#### Joint Deputy Digital Director

Kettering, NN15 6EY Salary: £88168.00 to £101677.00 Type: Permanent Employer: Northamptonshire Healthcare Foundation Trust Apply now on NHS Jobs for Joint Deputy Digital Director job (opens in a new window) [60]

### • Head of Operations & Digital

Bracknell , RG12 1YQ Salary: £68000.00 to £76000.00 Type: Permanent Employer: East Berkshire Primary Care Apply now on NHS Jobs for Head of Operations & Digital job (opens in a new window) [61]

# • Further information

- Chartered Institute of Public Relations [62]
- Public Relations Consultants Association [63]

# Other roles that may interest you

- Communications and corporate affairs [64]
- <u>Knowledge and library services</u> [65]
- Experienced paramedic [66]
- Emergency care assistant [67]

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#### Links

[1] https://www.healthcareers.nhs.uk/explore-roles/general-management/communications-and-corporateaffairs [2] http://www.ahcm.org.uk/ [3] http://www.cipr.co.uk/ [4] http://www.prca.org.uk/ [5] https://www.healthcareers.nhs.uk/about/careers-nhs/nhs-pay-and-benefits/agenda-change-pay-rates [6] https://www.healthcareers.nhs.uk/glossary#AfC [7] https://www.healthcareers.nhs.uk/about/workinghealth/nhs-constitution [8] http://www.jobs.nhs.uk/ [9] https://beta.jobs.nhs.uk/candidate/jobadvert/E0306-25-0009 [10] https://beta.jobs.nhs.uk/candidate/jobadvert/C9267-25-0927 [11] https://beta.jobs.nhs.uk/candidate/jobadvert/C9437-25-0643 [12] https://beta.jobs.nhs.uk/candidate/jobadvert/C9457-25-0253 [13] https://beta.jobs.nhs.uk/candidate/jobadvert/B0340-25-0000 [14] https://beta.jobs.nhs.uk/candidate/jobadvert/B9078-FC1047 [15] https://beta.jobs.nhs.uk/candidate/jobadvert/C9348-25-1935 [16] https://beta.jobs.nhs.uk/candidate/jobadvert/H9110-25-1093 [17] https://beta.jobs.nhs.uk/candidate/jobadvert/A5647-25-0001 [18] https://beta.jobs.nhs.uk/candidate/jobadvert/C9309-25-0762 [19] https://beta.jobs.nhs.uk/candidate/jobadvert/C9279-25-1383 [20] https://beta.jobs.nhs.uk/candidate/jobadvert/C9338-25-0423 [21] https://beta.jobs.nhs.uk/candidate/jobadvert/C9020-25-0167 [22]

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