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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

Communications and Marketing Assistant

Wakefield, WF1 4DG

Salary:

£24465.00

Type:

Fixed-Term

Employer:

The Mid Yorkshire Teaching NHS Trust

Apply now on NHS Jobs for Communications and Marketing Assistant job (opens in a new window) [9]

Marketing and Communications Assistant

Grimsby, DN32 7DH

Salary:

£24100.00

Type:

Fixed-Term

Employer:

Care Plus Group

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

Project Manager (Marketing and Communications)

Sheffield, S10 2JF

Salary:

£46148.00 to £52809.00

Type:

Fixed-Term

Employer:

Sheffield Teaching Hospitals NHS Foundation Trust

Apply now on NHS Jobs for Project Manager (Marketing and Communications) job (opens in a new window) [11]

Band 6 - Communications Officer, Communications

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 - Communications Officer, Communications job (opens in a new window) [12]

Communications Officer

Cardiff, CF14 4HH

Salary:

£30420.00 to £37030.00

Type:

Permanent

Employer:

Cardiff and Vale University Health Board

Communications & Engagement Manager

Newcastle upon Tyne, NE12 8SU

Salary:

£30000.00 to £45000.00

Type:

Permanent

Employer:

Connect Health Group Limited

Apply now on NHS Jobs for Communications & Engagement Manager job (opens in a new window) [14]

Senior Media & Communications Manager

London, W2 1NY

Salary:

£61927.00 to £68676.00

Type:

Fixed-Term

Employer:

Imperial College Healthcare NHS Trust

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

EPR Communications and Engagement Officer

Torquay, TQ2 7AN

Salary:

£37338.00 to £44962.00

Type:

Fixed-Term

Employer:

Torbay and South Devon NHS Foundation Trust
Apply now on NHS Jobs for EPR Communications and Engagement Officer job

(opens in a new window) [16]

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) [17]

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) [18]

Band 8b - Head of External Communications, Content & Engagement

Watford, WD18 0HB

Salary:

£64337.00 to £74415.00

Type:

Permanent

Employer:

West Hertfordshire Teaching Hospitals NHS Trust

Apply now on NHS Jobs for Band 8b - Head of External Communications, Content & Engagement job (opens in a new window) [19]

Marketing Executive

London, EC2A 1AS

Salary:

Negotiable

Type:

Permanent

Employer:

Barchester Healthcare

Apply now on NHS Jobs for Marketing Executive job (opens in a new window) [20]

Senior Marketing Manager

London, W2 1NY

Salary:

£61927.00 to £68676.00

Type:

Fixed-Term

Employer:

Imperial College Healthcare NHS Trust

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

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) [22]

Patient Relations Coordinator

Wakefield, WF20XQ

Salary:

£29970.00 to £36483.00

Type:

Permanent

Employer:

Yorkshire Ambulance Service NHS Trust

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

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) [24]

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) [25]

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) [26]

Community Relations Manager

Towcester, NN12 6HR

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) [27]

Head of Fundraising & Marketing

Southend on Sea, SS2 6PR

Salary:

£58000.00

Type:

Permanent

Employer:

Havens Hospices

Apply now on NHS Jobs for Head of Fundraising & Marketing job (opens in a new window) [28]

Relational Recovery Support Worker

Taunton, TA2 7PQ

Salary:

£26530.00 to £29114.00

Type:

Fixed-Term

Employer:

Somerset NHS Foundation Trust

Apply now on NHS Jobs for Relational Recovery Support Worker job (opens in a new window) [29]

Band 5 Patient Relations Officer Complaints

Birmingham, B9 5SS

Salary:

£29970.00 to £36483.00

Type:

Fixed-Term

Employer:

University Hospitals Birmingham NHS Foundation Trust

<u>Apply now on NHS Jobs for Band 5 Patient Relations Officer Complaints job</u>

<u>(opens in a new window)</u>
[30]

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)
[31]

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)

[32]

Principal Digital Pharmacist

East Grinstead, RH19 3DZ

Salary:

£62215.00 to £72293.00

Type:

Permanent

Employer:

Queen Victoria Hospital NHS Foundation Trust

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

Digital Clinical Lead

Northampton, NN1 5BD

Salary:

£53755.00 to £60504.00

Type:

Fixed-Term

Employer:

Northampton General Hospital

Apply now on NHS Jobs for Digital Clinical Lead job (opens in a new window) [34]

Digital Learning Service Manager

Nantgarw, CF15 7QQ

Salary:

£54550.00 to £61412.00

Type:

Permanent

Employer:

Health Education and Improvement Wales

Apply now on NHS Jobs for Digital Learning Service Manager job (opens in a new window) [35]

Senior Digital Support Officer

London, SE1 2TZ

Salary:

£37338.00 to £44962.00

Type:

Fixed-Term

Employer:

Bexley Health Neighbourhood Care CIC

Apply now on NHS Jobs for Senior Digital Support Officer job (opens in a new

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) Apply now on NHS Jobs for Senior Digital Medicines Pharmacist job (opens in a new window) [37]

BadgerNet Neonatal Digital Nurse

York, YO31 8HE

Salary:

£38682.00 to £46580.00

Type:

Fixed-Term

Employer:

York and Scarborough Teaching Hospitals NHS Foundation Trust Apply now on NHS Jobs for BadgerNet Neonatal Digital Nurse job (opens in a new window) [38]

Digital Systems Integration Specialist

Guildford, GU2 7XX

Salary:

£64337.00 to £74415.00

Type:

Fixed-Term

Employer:

Royal Surrey NHS Foundation Trust

Apply now on NHS Jobs for Digital Systems Integration Specialist job (opens in a new window) [39]

Principal Pharmacist – Digital Services

Cardiff, CF14 2TL

Salary:

£63150.00 to £73379.00

Type:

Permanent

Employer:

Velindre Cancer Centre

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

[40]

Digital Health Team Leader

Bracknell, RG12 1YQ

Salary:

£32801.60

Type:

Permanent

Employer:

East Berkshire Primary Care

Apply now on NHS Jobs for Digital Health Team Leader job (opens in a new window) [41]

Digital Lead Nurse / AHP

Shrewsbury, SY26LG

Salary:

£47810.00 to £54710.00

Type:

Permanent

Employer:

The Shrewsbury and Telford Hospital NHS Trust

Apply now on NHS Jobs for Digital Lead Nurse / AHP job (opens in a new window)

Senior Digital Delivery Manager

Manchester, M13 9LL

Liverpool, L24 8RB

Barnsley, S75 3FG

London, SW17 0RB

Birmingham, B15 2SG

London, NW9 5BG

Salary:

£55690.00 to £62682.00

Type:

Permanent

Employer:

NHS Blood and Transplant

Apply now on NHS Jobs for Senior Digital Delivery Manager job (opens in a new window) [43]

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) [44]

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) [45]

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) [46]

Public Health Practitioner

Newbridge, NP11 5GH

Salary:

£37898.00 to £45637.00

Type:

Permanent

Employer:

Aneurin Bevan University Health Board

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

[47]

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) [48]

Assistant Director of Digital Delivery

Cardiff, CF14 2TL

Salary:

£75405.00 to £86885.00

Type:

Permanent

Employer:

Velindre Cancer Centre

Apply now on NHS Jobs for Assistant Director of Digital Delivery job (opens in a new window) [49]

Advanced Clinical Pharmacist - Digital Systems

London, E1 2ES

Salary:

£61927.00 to £68676.00

Type:

Permanent

Employer:

Barts Health NHS Trust

Apply now on NHS Jobs for Advanced Clinical Pharmacist - Digital Systems job (opens in a new window) [50]

Digital and Transformation Lead PCN

Bradford, BD3 8QH

Salary:

Negotiable

Type:

Fixed-Term

Employer:

The Bradford Moor Practice

Apply now on NHS Jobs for Digital and Transformation Lead PCN job (opens in a

Senior Public Health Practitioner

Port Talbot, SA12 7BR

Salary:

£46840.00 to £53602.00

Type:

Fixed-Term

Employer:

Swansea Bay University Health Board

Apply now on NHS Jobs for Senior Public Health Practitioner job (opens in a new window) [52]

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) [53]

Specialist Public Health Dietitian

TBC, CF48 1BZ

Salary:

£37898.00 to £45637.00

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) [54]

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)

[55

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)

[56]

Public Health Intelligence Manager

Morpeth, NE61 2EF

Salary:

£54489.00 to £58149.00

Type:

Permanent

Employer:

Northumberland County Council

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

o Community Public Health Nurse

Old Basford, NG6 0HD

Salary:

£29970.00 to £36483.00

Type:

Fixed-Term

Employer:

Nottingham CityCare Partnership CIC

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

Service Manager - Public Health

Croydon, CR7 7YE

Salary:

£51883.00 to £58544.00

Type:

Permanent

Employer:

Croydon Health Services NHS Trust

Apply now on NHS Jobs for Service Manager - Public Health job (opens in a new window) [59]

Head of Digital Patient Pathway Management

London, W2 1NY

Salary:

£96340.00 to £109849.00

Type:

Permanent

Employer:

Imperial College Healthcare NHS Trust

Apply now on NHS Jobs for Head of Digital Patient Pathway Management job (opens in a new window) [60]

Bank Specialist Public Health Dietitian

CTM WIDE, CF37 4AL

Salary:

£37898.00 to £45637.00

Type:

Bank

Employer:

Cwm Taf Morgannwg University Health Board

Apply now on NHS Jobs for Bank Specialist Public Health Dietitian job (opens in a new window) [61]

Public Health Nurse (Cheshire East)

Middlewich, CW10 9DG

Salary:

£29970.00 to £36483.00

Type:

Fixed-Term

Employer:

Wirral Community Health and Care NHS Foundation Trust

Apply now on NHS Jobs for Public Health Nurse (Cheshire East) job (opens in a new window) [62]

Specialist Community Public Health Nurse

Margate, CT9 3RU

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

Kent Community Health NHS Foundation Trust

Apply now on NHS Jobs for Specialist Community Public Health Nurse job (opens in a new window) [63]

Senior Public Health Intelligence Specialist

Barking, IG11 7LU

Salary:

£55620.00 to £59739.00

Type:

Permanent

Employer:

Barking and Dagenham Council

Apply now on NHS Jobs for Senior Public Health Intelligence Specialist job (opens in a new window) [64]

PCN Manager - Digital & Transformation Lead & Operational Manager

Derby, DE1 1PG Derby, DE23 8RJ

Salary:

Negotiable

Type:

Permanent

Employer:

Wilson Street Surgery

Apply now on NHS Jobs for PCN Manager - Digital & Transformation Lead & Operational Manager job (opens in a new window) [65]

Business Systems Finance Analyst – Specialist (Digital Development)

Cardiff, CF10 4BZ

Salary:

£37898.00 to £45637.00

Type:

Permanent

Employer:

Public Health Wales

Apply now on NHS Jobs for Business Systems Finance Analyst – Specialist (Digital Development) job (opens in a new window) [66]

Executive Director for Transformation, Estates & Digital - Bath

Bath, BA1 3QE

Salary:

Negotiable

Type:

Permanent

Employer:

Avon & Wiltshire Mental Health Partnership NHS Trust

Apply now on NHS Jobs for Executive Director for Transformation, Estates & Digital - Bath job (opens in a new window) [67]

Registered Nursing Associate/Assistant Practitioner - Digital Health

Ashton Under Lyne, OL69RW

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

Tameside and Glossop Integrated Care NHS Foundation Trust

<u>Apply now on NHS Jobs for Registered Nursing Associate/Assistant Practitioner - Digital Health job (opens in a new window) [68]</u>

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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