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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

## 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]

### Digital Communications Officer (Charity)

Bolton, BL1 5DD

Salary:

£31049.00 to £37796.00

Type:

Permanent

Employer:

North West Ambulance Service NHS Trust

Apply now on NHS Jobs for Digital Communications Officer (Charity) job (opens in a new window) [10]

### Marketing and Communications Officer - Banbury

Banbury, OX16 4TJ

Salary:

£31049.00 to £37796.00

Type:

Permanent

Employer:

Oxford Health NHS Trust

Apply now on NHS Jobs for Marketing and Communications Officer - Banbury 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]

# 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) [13]

### Project Manager – Communications & Engagement

London, SE1 9RT

Salary:

£56276.00 to £63176.00

Type:

Fixed-Term

Employer:

Guy's and St Thomas' NHS Foundation Trust

<u>Apply now on NHS Jobs for Project Manager – Communications & Engagement job</u> (opens in a new window) [14]

#### Business Development & Communications Lead

Holloway, N7 8EG

Salary:

Negotiable

Type:

Permanent

Employer:

Islington GP Federation

Apply now on NHS Jobs for Business Development & Communications Lead job (opens in a new window) [15]

# International Communications Lead (XN08)

Leeds, LS1 2TW

Salary:

£55690.00 to £62682.00

Type:

Permanent

Employer:

**Leeds Teaching Hospitals** 

Apply now on NHS Jobs for International Communications Lead (XN08) job (opens in a new window) [16]

#### COMMUNICATIONS AND ENGAGEMENT MANAGER

Yeovil, BA22 8QR

Salary:

Negotiable

Type:

Permanent

Employer:

GPSU - General Practice Support Unit

Apply now on NHS Jobs for COMMUNICATIONS AND ENGAGEMENT

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

### Communications and Engagement Apprentice

Orpington, BR6 0JA

Salary:

£21756.00

Type:

Apprenticeship

Employer:

**Bromley Healthcare CIC** 

Apply now on NHS Jobs for Communications and Engagement Apprentice job (opens in a new window) [18]

### Communications and Engagement Officer

Leeds, LS11 8LL

Salary:

£31049.00 to £37796.00

Type:

Permanent

Employer:

Leeds Community Healthcare NHS Trust

Apply now on NHS Jobs for Communications and Engagement Officer job (opens in a new window) [19]

# 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) [20]

#### 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) [21]

### Clinical Communications and Reasoning Skills Tutor

Cambridge, CB2 0QQ

Salary:

£47810.00 to £54710.00

Type:

Permanent

Employer:

Cambridge University Hospital NHS Foundation Trust

<u>Apply now on NHS Jobs for Clinical Communications and Reasoning Skills Tutor</u>

job (opens in a new window) [22]

### 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) [23]

#### Internal Communications Officer - 36 hours - 12m FTC

Warwick, CV34 6RQ

Salary:

£29000.00 to £31000.00

Type:

Fixed-Term

Employer:

British Pregnancy Advisory Service (BPAS)

Apply now on NHS Jobs for Internal Communications Officer - 36 hours - 12m FTC job (opens in a new window) [24]

# Deputy Director of People (OD and Communications)

Oxford, OX4 4XN

Salary:

£91342.00 to £105337.00

Type:

Permanent

Employer:

Oxford Health NHS Trust

Apply now on NHS Jobs for Deputy Director of People (OD and Communications) job (opens in a new window) [25]

## 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) [26]

## Senior Tutor in Clinical Reasoning and Communication Skills (CRCS)

Cambridge, CB2 0QQ

Salary:

£55690.00 to £62682.00

Type:

Permanent

Employer:

Cambridge University Hospital NHS Foundation Trust

Apply now on NHS Jobs for Senior Tutor in Clinical Reasoning and Communication

Skills (CRCS) job (opens in a new window) [27]

### Regional Marketing Manager

Chipping Campden, GL55 6DR

Salary:

Negotiable

Type:

Permanent

Employer:

Aria Care

Apply now on NHS Jobs for Regional Marketing Manager job (opens in a new window) [28]

### 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) [29]

## 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) [30]

# 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) [31]

# People Relations Manager

Crawley, RH10 9BG

Salary:

£47810.00 to £54710.00

Type:

Permanent

Employer:

**SECamb** 

Apply now on NHS Jobs for People Relations Manager job (opens in a new window) [32]

#### Employee Relations Manager

Croydon, CR7 7YE

Salary:

£53751.00 to £60651.00

Type:

Permanent

Employer:

Croydon Health Services NHS Trust

Apply now on NHS Jobs for Employee Relations Manager job (opens in a new window) [33]

### Lottery Sales and Marketing Coordinator

Dorchester, DT1 2SL

Salary:

£14782.00

Type:

Fixed-Term

Employer:

Weldmar Hospicecare

Apply now on NHS Jobs for Lottery Sales and Marketing Coordinator job (opens in a new window) [34]

# Senior Employee Relations Advisor

London, SW9 9SP

Salary:

£46419.00 to £55046.00

Type:

Permanent

Employer:

South London and Maudsley NHS Foundation Trust

<u>Apply now on NHS Jobs for Senior Employee Relations Advisor job (opens in a new window)</u> [35]

# Head of Employee Relations

Crawley, RH10 9BG

Salary:

£64455.00 to £74896.00

Type:

Permanent

Employer:

**SECamb** 

Apply now on NHS Jobs for Head of Employee Relations job (opens in a new window) [36]

### Senior Employee Relations Advisor

Dartford, DA2 8DA

Salary:

£39205.00 to £47084.00

Type:

Permanent

Employer:

Dartford and Gravesham NHS Trust

Apply now on NHS Jobs for Senior Employee Relations Advisor job (opens in a new window) [37]

### People Relations and Culture Specialist

Manchester, M1 3BN

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

NICE – The National Institute for Health and Care Excellence

Apply now on NHS Jobs for People Relations and Culture Specialist job (opens in a new window) [38]

# People Relations and Culture Lead

Manchester, M1 3BN

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

NICE – The National Institute for Health and Care Excellence

<u>Apply now on NHS Jobs for People Relations and Culture Lead job (opens in a new window)</u> [39]

# Digital Midwife

Exeter, EX2 5DW

Salary:

£47810.00 to £54710.00

Type:

Permanent

Employer:

Royal Devon University Healthcare NHS Foundation Trust

Apply now on NHS Jobs for Digital Midwife job (opens in a new window) [40]

#### Public Health Assistant

Folkestone, CT20 1SZ

Salary:

£24625.00 to £25674.00

Type:

Permanent

Employer:

Kent Community Health NHS Foundation Trust

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

[41]

#### Public Health Consultant

London, SE1 7NJ

Salary:

£99808.00 to £113803.00

Type:

Fixed-Term

Employer:

Guy's and St Thomas' NHS Foundation Trust

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

[42]

#### Public Health Researcher

Cardiff, CF10 4BZ

Salary:

£46840.00 to £53602.00

Type:

Permanent

Employer:

Public Health Wales

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

[43

#### 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) [44]

### Band 5 Patient Relations Officer Complaints

Birmingham, B9 5SS

Salary:

£31049.00 to £37796.00

Type:

Fixed-Term

Employer:

University Hospitals Birmingham NHS Foundation Trust

Apply now on NHS Jobs for Band 5 Patient Relations Officer Complaints job

(opens in a new window) [45]

### Band 6 - Senior Employee Relations Advisor

Enfield, EN1 3XA

Salary:

£44485.00 to £52521.00

Type:

Permanent

Employer:

Royal Free London NHS Foundation Trust

Apply now on NHS Jobs for Band 6 - Senior Employee Relations Advisor job (opens in a new window) [46]

# Principal Public Health Practitioner

Mold or Llanfairfechan, CH7 1PZ

Salary:

£54550.00 to £61412.00

Type:

Permanent

Employer:

Betsi Cadwaladr University Health Board

Apply now on NHS Jobs for Principal Public Health Practitioner job (opens in a new window) [47]

#### 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) [48]

#### 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) [48]

### Public Health Nurse (Wirral)

West Kirby, CH485AA

Salary:

£31049.00 to £37796.00

Type:

Permanent

Employer:

Wirral Community Health and Care NHS Foundation Trust

Apply now on NHS Jobs for Public Health Nurse (Wirral) job (opens in a new window) [49]

#### Senior Public Health Practitioner

Cardiff, CF10 4EB

Salary:

£46840.00 to £53602.00

Type:

Permanent

Employer:

Public Health Wales

Apply now on NHS Jobs for Senior Public Health Practitioner job (opens in a new window) [50]

# 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) [51]

#### Consultant in Public Health

London, SE1 7NJ

Salary:

£105504.00 to £139882.00

Type:

Fixed-Term

Employer:

Guy's and St Thomas' NHS Foundation Trust

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

# Digital Care Coordinator

York, YO24 3WX

Salary:

£24937.00 to £26598.00

Type:

Permanent

Employer:

**Priory Medical Group** 

Apply now on NHS Jobs for Digital Care Coordinator job (opens in a new window)
[53]

# Digital Project Manager

Yate, BS37 5AF

Salary:

£47810.00 to £54710.00

Type:

Fixed-Term

Employer:

Sirona care & health CIC

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

[54]

### Digital Orthotic Technician

Gloucester, GL1 2DB

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

Gloucestershire Health and Care NHS Foundation Trust

Apply now on NHS Jobs for Digital Orthotic Technician job (opens in a new window) [55]

### Digital Access Administrator

Carlisle, CA3 0HA

Salary:

£24937.00 to £26598.00

Type:

Fixed-Term

Employer:

North Cumbria Integrated Care NHS Foundation Trust

<u>Apply now on NHS Jobs for Digital Access Administrator job (opens in a new window)</u> [56]

# 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)

[57]

## o Digital Programme Manager

Brockworth, Gloucestershire, GL3 4AW

Salary:

£55690.00 to £62682.00

Type:

Fixed-Term

Employer:

Gloucestershire Health and Care NHS Foundation Trust

Apply now on NHS Jobs for Digital Programme Manager job (opens in a new window) [58]

### Digital Access Administrator

Carlisle, CA3 0HA

Salary:

£24937.00 to £26598.00

Type:

Fixed-Term

Employer:

North Cumbria Integrated Care NHS Foundation Trust

<u>Apply now on NHS Jobs for Digital Access Administrator job (opens in a new window)</u> [56]

#### Digital Content Designer

Newcastle Upon Tyne, NE15 8NY

Salary:

£38682.00 to £46580.00

Type:

Permanent

Employer:

NHS Business Services Authority

Apply now on NHS Jobs for Digital Content Designer job (opens in a new window)
[59]

# Digital Specialist Midwife

London, N19 5NF

Salary:

£56276.00 to £63176.00

Type:

Permanent

Employer:

Whittington Hospital NHS Trust

Apply now on NHS Jobs for Digital Specialist Midwife job (opens in a new window)

# Digital Services Administrator

Taunton, TA1 1HE

Salary:

£26530.00 to £29114.00

Type:

Fixed-Term

Employer:

Somerset NHS Foundation Trust

Apply now on NHS Jobs for Digital Services Administrator job (opens in a new window) [61]

### Digital Project Manager

Leeds, LS11 0DL

Salary:

£47810.00 to £54710.00

Type:

Fixed-Term

Employer:

Leeds Community Healthcare NHS Trust

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

#### Consultant in Public Health Infection

Bristol, BS1 6EH

Salary:

£91342.00 to £145478.00

Type:

Permanent

Employer:

**UK Health Security Agency** 

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

# 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) [64]

#### Public Health and Clinical Fellow

London, Birmingham, Manchester, Bristol, Salisbury, NW9 5EQ

Salary:

£49909.00 to £70425.00

Type:

Fixed-Term

Employer:

**UK Health Security Agency** 

Apply now on NHS Jobs for Public Health and Clinical Fellow job (opens in a new window) [65]

#### Deputy Director of Public Health

Port Talbot, SA12 7BR

Salary:

Negotiable

Type:

Permanent

Employer:

Swansea Bay University Health Board

Apply now on NHS Jobs for Deputy Director of Public Health job (opens in a new window) [66]

# Further information

- Chartered Institute of Public Relations [67]
- Public Relations Consultants Association [68]

# Other roles that may interest you

- Communications and corporate affairs [69]
- Knowledge and library services [70]
- Experienced paramedic [71]
- Emergency care assistant [72]

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#### Links

[1] https://www.healthcareers.nhs.uk/explore-roles/general-management/communications-and-corporate-affairs [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/working-health/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/C9242-25-0158 [11]

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