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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>) ^[5] pay system. You will typically start in a position on <u>AfC</u> ^[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. <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

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]

• Senior Communications Officer (Digital)

Poole, BH17 0RB Salary: £35392.00 to £42618.00 Type: Fixed-Term Employer: Dorset HealthCare University NHS Foundation Trust Apply now on NHS Jobs for Senior Communications Officer (Digital) job (opens in a new window) [10]

• Communications and Engagement Officer (Digital)

Northampton, NN1 5BD

Salary:

£29970.00 to £36483.00 Type: Fixed-Term

Employer:

 Northampton General Hospital

 Apply now on NHS Jobs for Communications and Engagement Officer (Digital) job

 (opens in a new window)

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

• Communications Manager

Surbiton, KT6 7QU Salary: £51883.00 to £58544.00 Type: Fixed-Term Employer: South West London and St Georges Mental Health NHS Trust Apply now on NHS Jobs for Communications Manager job (opens in a new window) [14]

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) [15]

Communications & Engagement Co-ordinator

Cwmbran, NP44 3HR Salary: £26928.00 to £29551.00 Type: Permanent Employer: Aneurin Bevan University Health Board <u>Apply now on NHS Jobs for Communications & Engagement Co-ordinator job</u> (opens in a new window) [16]

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) [17]

• Chailey Communication Aid Service Manager

North Chailey, BN8 4JN Salary: £53755.00 to £60504.00 Type: Permanent Employer: Sussex Community NHS Foundation Trust <u>Apply now on NHS Jobs for Chailey Communication Aid Service Manager job</u> (opens in a new window) [18]

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) [19]

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) [20]

• Communication and Language Specialist - Grimsby, Lincolnshire

Grimsby, DN31 1AA

Salary: £25000.00 Type: Fixed-Term Employer: ChatterBug Speech and Language Therapy Service <u>Apply now on NHS Jobs for Communication and Language Specialist -</u> Grimsby,Lincolnshire job (opens in a new window) [21]

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 <u>Apply now on NHS Jobs for Band 8b - Head of External Communications, Content</u> <u>& Engagement job (opens in a new window)</u> [22]

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) [23]

• 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) [24]

• 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) [25]

Community Relations Manager

Chipping Campden, GL55 6DR

Salary: £40000.00 to £49200.00 Type: Permanent Employer: Aria Care <u>Apply now on NHS Jobs for Community Relations Manager job (opens in a new</u> <u>window)</u> [26]

• 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) [27]

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) [28]

• 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) [29]

• 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) [30]

• 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) [31]

• Relational Recovery Support Worker

Taunton, TA2 7PQ Salary: £26530.00 to £29114.00 Type: Permanent Employer: Somerset NHS Foundation Trust Apply now on NHS Jobs for Relational Recovery Support Worker job (opens in a <u>new window)</u> [32]

• 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) [33]

• 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)

• Digital Trainer

Haringey, NW1 OPE Salary: £44806.00 to £53134.00 Type: Fixed-Term Employer: North London NHS Foundation Trust Apply now on NHS Jobs for Digital Trainer job (opens in a new window) [35]

• 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) <u>Apply now on NHS Jobs for Social Media and Marketing Content Executive (Mat</u> <u>Cover) job (opens in a new window)</u> [36]

• 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) [37]

• 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) [38]

• 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) [39]

• Public Health Practitioner

Trowbridge, BA14 8JN

Salary: £38626.00 to £40476.00 Type: Fixed-Term Employer: Wiltshire Council <u>Apply now on NHS Jobs for Public Health Practitioner job (opens in a new window)</u> [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

Huyton, L36 3TN

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) [42]

• DIGITAL TRANSFORMATION MANAGER

Yeovil, BA22 8QR Salary: Negotiable Type: Permanent Employer: GPSU - General Practice Support Unit Apply now on NHS Jobs for DIGITAL TRANSFORMATION MANAGER job (opens in a new window) [43]

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)
[44]

• Estates Digital Officer

Harlow, CM20 1QX

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

The Princess Alexandra Hospital NHS Trust Apply now on NHS Jobs for Estates Digital Officer job (opens in a new window) [45]

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) [46]

• 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) [47]

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) [48]

• 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) [49]

• 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) [50]

• 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) [51]

• Senior Public Health Nurse

Winchester, SO22 5DF

Salary: £46525.00 to £52507.00 Type: Permanent Employer: Practice Plus Group <u>Apply now on NHS Jobs for Senior Public Health Nurse job (opens in a new</u> <u>window)</u> [52]

• 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)

Environmental Public Health Scientist

Cardiff, CF10 4BZ

Salary: £46840.00 to £53602.00 Type: Fixed-Term Employer: Public Health Wales <u>Apply now on NHS Jobs for Environmental Public Health Scientist job (opens in a</u> <u>new window)</u> [54]

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) [55]

• 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) [56]

• 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) [57]

• 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) [58]

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 <u>new window)</u> [59]

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 <u>new window)</u> [60]

• 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) [61]

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) [62]

• 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) [63]

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) [64]

• 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) [65]

• 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) [66]

• Public health lead - healthy behaviours

Hereford, HR4 0LE Salary: £44711.00 to £48710.00 Type: Permanent Employer: Herefordshire Council Apply now on NHS Jobs for Public health lead - healthy behaviours job (opens in a new window) [67]

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) [68]

Further information

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

Other roles that may interest you

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

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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/C9377-25-0155 [10] https://beta.jobs.nhs.uk/candidate/jobadvert/C9152-25-0476 [11] https://beta.jobs.nhs.uk/candidate/jobadvert/C9265-25-0283 [12] https://beta.jobs.nhs.uk/candidate/jobadvert/C9360-25-0310 [13] https://beta.jobs.nhs.uk/candidate/jobadvert/H9001-25-0463[14] https://beta.jobs.nhs.uk/candidate/jobadvert/C9294-25-0303 [15] https://beta.jobs.nhs.uk/candidate/jobadvert/E0332-25-0056 [16] https://beta.jobs.nhs.uk/candidate/jobadvert/H9040-25-0887 [17] https://beta.jobs.nhs.uk/candidate/jobadvert/C9290-25-0698 [18] https://beta.jobs.nhs.uk/candidate/jobadvert/C9150-25-0383 [19] https://beta.jobs.nhs.uk/candidate/jobadvert/M0032-25-0017 [20] https://beta.jobs.nhs.uk/candidate/jobadvert/C9216-25-0709 [21] https://beta.jobs.nhs.uk/candidate/jobadvert/B0128-25-0086 [22] https://beta.jobs.nhs.uk/candidate/jobadvert/C9360-25-0328 [23] https://beta.jobs.nhs.uk/candidate/jobadvert/C9360-25-0317 [24]

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