

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 [Association for Healthcare Communications and Marketing](#) ^[2], the [Chartered Institute of Public Relations](#) ^[3] or the [Public Relations Consultants Association](#) ^[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 [Agenda for Change \(AfC\)](#) ^[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

- **Digital Communications Officer, NWJCC**

Caerdydd, CF15 7QZ

Salary:

£37898.00 to £45637.00

Type:

Permanent

Employer:

Cwm Taf Morgannwg University Health Board

[Apply now on NHS Jobs for Digital Communications Officer, NWJCC job \(opens in a new window\)](#) ^[9]

- **Communications Officer**

Surbiton, KT5 9AL

Salary:

£34521.00 to £41956.00

Type:

Permanent

Employer:

Your Healthcare CIC

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

[10]

- **Communications Operator**

Bodmin, PL31 2QT

Salary:

£24625.00 to £25674.00

Type:

Permanent

Employer:

Cornwall Partnership NHS Foundation Trust

[Apply now on NHS Jobs for Communications Operator job \(opens in a new window\)](#) [11]

- **Internal Communications Coordinator**

Oswestry, SY10 9BX

Salary:

£31187.00 to £35301.00

Type:

Permanent

Employer:

Hope House Children's Hospices

[Apply now on NHS Jobs for Internal Communications Coordinator job \(opens in a new window\)](#) [12]

- **Communications Support Officer**

Worcester, WR5 1DD

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

Worcestershire Acute Hospitals NHS Trust

[Apply now on NHS Jobs for Communications Support Officer job \(opens in a new window\)](#) ^[13]

- **Head of Communications**

Horley, RH1 1EB

Salary:

£50901.77 to £57323.66

Type:

Permanent

Employer:

Alliance for Better Care CIC

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

- **Research Communications & PPIE Specialist**

Truro, TR1 3HD

Salary:

£29970.00 to £36483.00

Type:

Permanent

Employer:

Royal Cornwall Hospitals Trust

[Apply now on NHS Jobs for Research Communications & PPIE Specialist job \(opens in a new window\)](#) ^[15]

- **Communications And Engagement Assistant**

Nottingham, NG2 3AJ

Salary:

£24071.00 to £25674.00

Type:

Fixed-Term

Employer:

NEMS Community Benefit Services Ltd

[Apply now on NHS Jobs for Communications And Engagement Assistant job \(opens in a new window\)](#) ^[16]

- **Communications Manager – Berkshire Healthcare Charity**

Bracknell, RG12 2UT

Salary:

£48270.00 to £54931.00

Type:

Fixed-Term

Employer:

Berkshire Healthcare Foundation Trust

[Apply now on NHS Jobs for Communications Manager – Berkshire Healthcare Charity job \(opens in a new window\)](#) ^[17]

- **Senior Communications Manager (NIHR) (XN07)**

Leeds, LS1 2TW

Salary:

£46148.00 to £52809.00

Type:

Fixed-Term

Employer:

Leeds Teaching Hospitals

[Apply now on NHS Jobs for Senior Communications Manager \(NIHR\) \(XN07\) job \(opens in a new window\)](#) ^[18]

- **Director of Communications and Engagement**

Manchester, M13 9WL

Salary:

Negotiable

Type:

Permanent

Employer:

Manchester University NHS Foundation Trust

[Apply now on NHS Jobs for Director of Communications and Engagement job \(opens in a new window\)](#) ^[19]

- **Communications Officer (A&E Ambulance Dispatch)**

Newcastle Upon Tyne, NE15 8NY

Salary:

£22816.00 to £24336.00

Type:

Permanent

Employer:

North East Ambulance Service NHS Foundation Trust

[Apply now on NHS Jobs for Communications Officer \(A&E Ambulance Dispatch\) job \(opens in a new window\)](#) ^[20]

- **Speech and Language Therapist - Dysphagia and Complex Communication**

Walthamstow, E17 3LA

Salary:

£37338.00 to £44962.00

Type:

Fixed-Term

Employer:

NELFT North East London Foundation Trust

[Apply now on NHS Jobs for Speech and Language Therapist - Dysphagia and Complex Communication job \(opens in a new window\)](#) ^[21]

- **Marketing and Projects Assistant**

Betteshanger, Deal, CT14 0EN

Canterbury, CT1 3NG

St Peters Road, CT9 4AN

Ashford, TN24 0LZ

Salary:

£25633.00 to £27334.00

Type:

Permanent

Employer:

Spencer Private Hospitals Ltd

[Apply now on NHS Jobs for Marketing and Projects Assistant job \(opens in a new window\)](#) ^[22]

- **Human Resources Relations Advisor**

Derby, DE24 8HY

Salary:

£29970.00 to £36483.00

Type:

Permanent

Employer:

DHU Healthcare

[Apply now on NHS Jobs for Human Resources Relations Advisor job \(opens in a new window\)](#) ^[23]

- **Marketing and Projects Officer (Income Generation)**

Dorchester, DT1 2SL

Salary:

£28253.00

Type:

Permanent

Employer:

Weldmar Hospicecare

[Apply now on NHS Jobs for Marketing and Projects Officer \(Income Generation\) job \(opens in a new window\)](#) ^[24]

- **Human Resources Assistant - Employee Relations, Business Partner Team**

Sheffield, S5 7AU

Salary:

£24625.00 to £25674.00

Type:

Permanent

Employer:

Sheffield Teaching Hospitals NHS Foundation Trust

[Apply now on NHS Jobs for Human Resources Assistant - Employee Relations, Business Partner Team job \(opens in a new window\)](#) ^[25]

- **Digital Educator**

Great Bramingham Lane, LU3 3NT

Salary:

£41750.00 to £47236.00

Type:

Fixed-Term

Employer:

Keech Hospice Care

[Apply now on NHS Jobs for Digital Educator job \(opens in a new window\)](#) ^[26]

- **Digital Trainer**

1xGreaterManchester, 1xCheshire&Merseyside, 1xCumbria&Lancs, M14 7LU

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

North West Ambulance Service NHS Trust

[Apply now on NHS Jobs for Digital Trainer job \(opens in a new window\)](#) ^[27]

- **Digital Project Manager**

Peasedown St John, BA2 8SG

Salary:

£53000.00 to £60000.00

Type:

Permanent

Employer:

Independent Health Group

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

[28]

- **Digital Systems Trainer**

Gateshead, NE9 7AD

Salary:

£39520.00

Type:

Permanent

Employer:

Barchester Healthcare

[Apply now on NHS Jobs for Digital Systems Trainer job \(opens in a new window\)](#)

[29]

- **Digital Systems Trainer**

Bedlington, NE22 6LA

Salary:

£39520.00

Type:

Permanent

Employer:

Barchester Healthcare

[Apply now on NHS Jobs for Digital Systems Trainer job \(opens in a new window\)](#)

[30]

- **Digital Project Manager**

Whitchurch, BS14 0BB

Salary:

£38384.00 to £46221.00

Type:

Fixed-Term

Employer:

One Care (BNSSG) C.I.C.

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

[31]

- **Reception/Digital Administrator**

Cardiff, CF5 2DY

Cardiff, CF15 9PY

Salary:

Negotiable

Type:

Permanent

Employer:

Llandaff & Pentrych Surgery

[Apply now on NHS Jobs for Reception/Digital Administrator job \(opens in a new window\)](#) ^[32]

- **Digital Project Coordinator**

Newcastle OR Sunderland OR Carlisle, NE3 3XT

Salary:

£29970.00 to £36483.00

Type:

Permanent

Employer:

Cumbria, Northumberland, Tyne and wear (CNTW) NHS Foundation Trust

[Apply now on NHS Jobs for Digital Project Coordinator job \(opens in a new window\)](#) ^[33]

- **Digital Inclusion Manager**

Bath, BA1 3NG

Salary:

£37338.00 to £44962.00

Type:

Fixed-Term

Employer:

Royal United Hospitals Bath NHS Foundation Trust

[Apply now on NHS Jobs for Digital Inclusion Manager job \(opens in a new window\)](#) ^[34]

- **Digital Systems Trainer**

Southgate, N14 5QR

Salary:

£39520.00

Type:

Permanent

Employer:

Barchester Healthcare

[Apply now on NHS Jobs for Digital Systems Trainer job \(opens in a new window\)](#) ^[35]

- **Lead Pharmacist - Digital**

London, NW10PE

Salary:

£70387.00 to £80465.00

Type:

Fixed-Term

Employer:

455 North London NHS Foundation Trust

[Apply now on NHS Jobs for Lead Pharmacist - Digital job \(opens in a new window\)](#)

[36]

- **Digital Systems Trainer**

Waltham Abbey, EN9 3JY

Salary:

£39520.00

Type:

Permanent

Employer:

Barchester Healthcare

[Apply now on NHS Jobs for Digital Systems Trainer 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 Nurse**

Woodbridge, IP12 3JW

Salary:

Negotiable

Type:

Permanent

Employer:

Practice Plus Group

[Apply now on NHS Jobs for Public Health Nurse job \(opens in a new window\)](#) [39]

- **Public Health Practitioner**

Brecon, LD3 0LY

Salary:

£37898.00 to £45637.00

Type:

Fixed-Term

Employer:

Powys Teaching Health Board

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

[40]

- **Head of Digital Implementation**

Beaconsfield, HP9 2JH

Salary:

£80000.00

Type:

Permanent

Employer:

InHealth Group

[Apply now on NHS Jobs for Head of Digital Implementation job \(opens in a new window\)](#) [41]

- **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 \(opens in a new window\)](#) [42]

- **EPR Digital Media Producer**

Torquay, TQ2 7AA

Salary:

£26530.00 to £29114.00

Type:

Fixed-Term

Employer:

Torbay and South Devon NHS Foundation Trust

[Apply now on NHS Jobs for EPR Digital Media Producer job \(opens in a new window\)](#) [43]

- **Senior Digital Solutions Developer**

Welwyn Garden City, AL8 6JL

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

NHS Hertfordshire and West Essex Integrated Care Board (468)

[Apply now on NHS Jobs for Senior Digital Solutions Developer job \(opens in a new window\)](#) ^[44]

- **Digital Systems-Facilities Administrator**

Fakenham , NR21 8SY

Salary:

£23556.64

Type:

Permanent

Employer:

Fakenham Medical Practice

[Apply now on NHS Jobs for Digital Systems-Facilities Administrator job \(opens in a new window\)](#) ^[45]

- **Consultant in Public Health**

South Shields, NE34 0PL

Salary:

£88168.00 to £101677.00

Type:

Permanent

Employer:

South Tyneside and Sunderland NHS Foundation Trust

[Apply now on NHS Jobs for Consultant in Public Health job \(opens in a new window\)](#) ^[46]

- **Consultant Midwife Public Health**

London, E1 1FR

Salary:

£70387.00 to £93773.00

Type:

Fixed-Term

Employer:

Barts Health NHS Trust

[Apply now on NHS Jobs for Consultant Midwife Public Health job \(opens in a new window\)](#) ^[47]

- **Public Health Programme Manager**

Cardiff, CF14 4HH

Salary:

£46840.00 to £53602.00

Type:

Fixed-Term

Employer:

Cardiff and Vale University Health Board

[Apply now on NHS Jobs for Public Health Programme Manager job \(opens in a new window\)](#) ^[48]

- **Senior Public Health Practitioner**

Bronllys, LD3 0LY

Salary:

£46840.00 to £53602.00

Type:

Fixed-Term

Employer:

Powys Teaching Health Board

[Apply now on NHS Jobs for Senior Public Health Practitioner job \(opens in a new window\)](#) ^[49]

- **Principal Public Health Practitioner**

Cardiff, CF10 4BZ

Salary:

£54550.00 to £61412.00

Type:

Permanent

Employer:

Public Health Wales

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

- **Community Public Health Associate**

Oxford, OX3 9RF

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

Oxford Health NHS Trust

[Apply now on NHS Jobs for Community Public Health Associate job \(opens in a new window\)](#) ^[51]

- **PCN Digital and Transformation Manager**

Torquay, TQ1 3SL

Salary:

£40000.00

Type:

Permanent

Employer:

Torquay Primary Care Network

[Apply now on NHS Jobs for PCN Digital and Transformation Manager job \(opens in a new window\)](#) ^[52]

- **Digital Procurement and Asset Officer**

Bronllys, LD3 0LS

Salary:

£26928.00 to £29551.00

Type:

Permanent

Employer:

Powys Teaching Health Board

[Apply now on NHS Jobs for Digital Procurement and Asset Officer job \(opens in a new window\)](#) ^[53]

- **Digital Automation & Low Code Developer**

Guildford, GU2 7XX

Salary:

£39205.00 to £47084.00

Type:

Permanent

Employer:

Royal Surrey NHS Foundation Trust

[Apply now on NHS Jobs for Digital Automation & Low Code Developer job \(opens in a new window\)](#) ^[54]

- **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 \(opens in a new window\)](#) ^[55]

- **Public Health Nurse- Part-time**

London, SE28 0EB

Salary:

Negotiable

Type:

Permanent

Employer:

Practice Plus Group

[Apply now on NHS Jobs for Public Health Nurse- Part-time job \(opens in a new window\)](#) ^[56]

- **Community Public Health Nurse - Abingdon**

Abingdon, OX14 3JY

Salary:

£29970.00 to £36483.00

Type:

Permanent

Employer:

Oxford Health NHS Trust

[Apply now on NHS Jobs for Community Public Health Nurse - Abingdon job \(opens in a new window\)](#) ^[57]

- **Junior Public Health Nurse SEND**

Gateshead, NE8 1HH

Salary:

£29970.00 to £36483.00

Type:

Fixed-Term

Employer:

Harrogate and District NHS Foundation Trust

[Apply now on NHS Jobs for Junior Public Health Nurse SEND job \(opens in a new window\)](#) ^[58]

- **Digital Care Hub Manager (Band 8a)**

Steeton, Keighley, BD20 6TD

Salary:

£53755.00 to £60504.00

Type:

Permanent

Employer:

Airedale NHS Foundation Trust

[Apply now on NHS Jobs for Digital Care Hub Manager \(Band 8a\) job \(opens in a new window\)](#) ^[59]

- **SRA PCN Manager & Digital & Transformation Lead**

Shrewsbury, SY5 0RF

Salary:

Negotiable

Type:

Permanent

Employer:

Pontesbury & Worthen Medical Practice

[Apply now on NHS Jobs for SRA PCN Manager & Digital & Transformation Lead job \(opens in a new window\)](#) ^[60]

- **Records Reviewer and Digital Archive Assistant**

London, E14 4PU

Salary:

£29970.00 to £36483.00

Type:

Permanent

Employer:

NHS Resolution

[Apply now on NHS Jobs for Records Reviewer and Digital Archive Assistant job \(opens in a new window\)](#) ^[61]

- **PCN Manager and Digital Transformation Lead**

Bognor Regis, PO22 6DH

Salary:

Negotiable

Type:

Fixed-Term

Employer:

Avisford Medical Group

[Apply now on NHS Jobs for PCN Manager and Digital Transformation Lead job \(opens in a new window\)](#) ^[62]

- **Job Title Digital Health Team Leader**

Bracknell , RG12 1YQ

Salary:

£30628.00

Type:

Permanent

Employer:

East Berkshire Primary Care

[Apply now on NHS Jobs for Job Title Digital Health Team Leader job \(opens in a new window\)](#) ^[63]

- **Head and Neck Digital TAC Nurse**

Harrow, HA1 3UJ

Salary:

£34521.00 to £41956.00

Type:

Secondment

Employer:

London North West University Healthcare NHS Trust

[Apply now on NHS Jobs for Head and Neck Digital TAC Nurse job \(opens in a new window\)](#) ^[64]

- **Specialist Public Health Practitioner - School Nurse**

Bassetlaw - Retford/Harworth/Worksop, DN22 7XF

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

Nottinghamshire Healthcare NHS Foundation Trust

[Apply now on NHS Jobs for Specialist Public Health Practitioner - School Nurse job \(opens in a new window\)](#) ^[65]

- **Public Health Staff Nurse 0 - 19**

Weymouth, Dorchester, DT3 6SE

Salary:

£17982.00 to £21889.00

Type:

Permanent

Employer:

Dorset HealthCare University NHS Foundation Trust

[Apply now on NHS Jobs for Public Health Staff Nurse 0 - 19 job \(opens in a new window\)](#) ^[66]

- **Public Health Staff Nurse 0 - 19**

North Dorset, DT3 6SE

Salary:

£29970.00 to £36483.00

Type:

Permanent

Employer:

Dorset HealthCare University NHS Foundation Trust

[Apply now on NHS Jobs for Public Health Staff Nurse 0 - 19 job \(opens in a new window\)](#) ^[67]

- **Community Public Health Nurse - School Nursing**

South Gloucestershire, BS34 5PE

Salary:

£29970.00 to £36483.00

Type:

Permanent

Employer:

Sirona care & health CIC

[Apply now on NHS Jobs for Community Public Health Nurse - School Nursing 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]
- [Experienced paramedic](#) ^[72]
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