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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 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) [9]

#### Communications Specialist

Torquay, TQ2 7AN

Salary:

£29970.00 to £36483.00

Type:

Fixed-Term

Employer:

Torbay and South Devon NHS Foundation Trust

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

#### Communications Apprentice

Milton Keynes, MK6 5LD

Salary:

£12514.00

Type:

Apprenticeship

Employer:

Milton Keynes University Hospital NHS Foundation Trust Apply now on NHS Jobs for Communications Apprentice 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]

## 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) [14]

#### Communication Hub Support Officer

Carmarthen, SA31 3BB

Salary:

£24433.00 to £26060.00

Type:

Permanent

Employer:

Hywel Dda University Health Board

Apply now on NHS Jobs for Communication Hub Support Officer 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]

# 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) [17]

#### 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) [18]

## o Communication and Language Specialist - Grimsby, Lincolnshire

Grimsby, DN31 1AA

Salary:

£25000.00

Type:

Fixed-Term

Employer:

ChatterBug Speech and Language Therapy Service

Apply now on NHS Jobs for Communication and Language Specialist -

Grimsby, Lincolnshire job (opens in a new window) [19]

## Social Marketing Co-ordinator

Negotiable, CF10 4BZ

Salary:

£30420.00 to £37030.00

Type:

Fixed-Term

Employer:

Public Health Wales

Apply now on NHS Jobs for Social Marketing Co-ordinator job (opens in a new window) [20]

## Senior Employee Relations Advisor

East Grinstead, RH19 3DZ

Salary:

£37338.00 to £44962.00

Type:

Fixed-Term

Employer:

Queen Victoria Hospital NHS Foundation Trust

Apply now on NHS Jobs for Senior Employee Relations Advisor job (opens in a new window) [21]

## 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) [22]

## Close Related Marriage Neonatal Nurse

Wakefield, WF1 4DG

Salary:

£46148.00 to £52809.00

Type:

Fixed-Term

Employer:

The Mid Yorkshire Teaching NHS Trust

Apply now on NHS Jobs for Close Related Marriage Neonatal Nurse job (opens in a new window) [23]

## Research and Innovation Marketing and Comms Officer (XN06)

Leeds, LS9 7TF

Salary:

£37338.00 to £44962.00

Type:

Fixed-Term

Employer:

**Leeds Teaching Hospitals** 

Apply now on NHS Jobs for Research and Innovation Marketing and Comms Officer (XN06) job (opens in a new window) [24]

## 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)

[25]

#### Digital Support Engineer

Lewisham High Street, SE13 6LH

Salary:

£29970.00 to £36483.00

Type:

Permanent

Employer:

Lewisham and Greenwich NHS Trust

Apply now on NHS Jobs for Digital Support Engineer job (opens in a new window)

[26]

## 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)

[27

## 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)

[28]

## 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)

#### 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) [30]

## 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) [31]

## Digital Project Manager

Brockworth, GL3 4AW

Salary:

£37338.00 to £44962.00

Type:

Fixed-Term

Employer:

Gloucestershire Health and Care NHS Foundation Trust

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

[32]

#### 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)

#### Digital Project Manager

Cottingham, HU16 5JQ

Salary:

£37338.00 to £44962.00

Type:

Fixed-Term

Employer:

Hull University Teaching Hospitals NHS Trust

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

## 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)

[35]

# Digital Project Manager

Brockworth, GL3 4AW

Salary:

£37338.00 to £44962.00

Type:

Fixed-Term

Employer:

Gloucestershire Health and Care NHS Foundation Trust

#### o Consultant in Public Health Medicine/Consultant in Public Health

Carmarthen and working from home, SA31 3BB

Salary:

£106000.00 to £154760.00

Type:

Permanent

Employer:

Hywel Dda University Health Board

Apply now on NHS Jobs for Consultant in Public Health Medicine/Consultant in Public Health job (opens in a new window) [37]

#### 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) [38]

## 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)

## Public Health Principal

Warwick, CV34 4RL

Salary:

£40476.00 to £42708.00

Type:

Fixed-Term

Employer:

# Warwickshire County Council Apply now on NHS Jobs for Public Health Principal job (opens in a new window)

## Digital Project Manager

Cottingham, HU16 5JQ

Salary:

£37338.00 to £44962.00

Type:

Fixed-Term

Employer:

Hull University Teaching Hospitals NHS Trust

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

[34]

## 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)

[35]

## o Digital Project Manager

Brockworth, GL3 4AW

Salary:

£37338.00 to £44962.00

Type:

Fixed-Term

Employer:

Gloucestershire Health and Care NHS Foundation Trust

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

[36]

## 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) [40]

## 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) [41]

#### Digital Clinical Safety Officer

King's Lynn, PE13 4ET

Salary:

£46148.00 to £52809.00

Type:

Fixed-Term

Employer:

The Queen Elizabeth Hospital King's Lynn NHSFT

Apply now on NHS Jobs for Digital Clinical Safety Officer job (opens in a new window) [42]

#### 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) [43]

#### 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) [44]

## o Transformation Lead - Digital B8b

Guildford, GU2 7XX

Salary:

£64337.00 to £74415.00

Type:

Permanent

Employer:

Royal Surrey NHS Foundation Trust

Apply now on NHS Jobs for Transformation Lead - Digital B8b job (opens in a new window) [45]

#### Nurse Specialist - Digital Health

317 Regent Point, NE3 3HD

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

The Newcastle upon Tyne Hospitals NHS Foundation Trust

Apply now on NHS Jobs for Nurse Specialist - Digital Health job (opens in a new window) [46]

## 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) [47]

## Digital Change Manager - 8A

Hayes, Kent, BR2 7EH

Salary:

£59490.00 to £66239.00

Type:

Fixed-Term

Employer:

**Bromley Healthcare CIC** 

Apply now on NHS Jobs for Digital Change Manager - 8A 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) [43]

#### 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) [44]

## 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) [49]

## 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) [50]

#### Clinical Research and Digital Officer

Sale, M33 4BR

Salary:

£29250.00

Type:

Fixed-Term

Employer:

Firsway Health Centre

Apply now on NHS Jobs for Clinical Research and Digital Officer job (opens in a new window) [51]

## 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) [52]

## Digital Systems Specialist - Application Delivery

Nottingham, NG3 6AA

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

Nottinghamshire Healthcare NHS Foundation Trust

Apply now on NHS Jobs for Digital Systems Specialist - Application Delivery job (opens in a new window) [53]

## Senior Digital Lead Technician/Projects

London, SE13 6LH

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

Lewisham and Greenwich NHS Trust

Apply now on NHS Jobs for Senior Digital Lead Technician/Projects 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]

## Community Public Health Nurse (CPHN)

Radford, Nottingham, NG7 5HY

Salary:

£29970.00 to £36483.00

Type:

Permanent

Employer:

Nottingham CityCare Partnership CIC

Apply now on NHS Jobs for Community Public Health Nurse (CPHN) job (opens in a new window) [56]

## o 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]

#### 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) [58]

#### 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) [59]

#### 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) [60]

## 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) [61]

#### 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) [62]

# Further information

- Chartered Institute of Public Relations [63]
- Public Relations Consultants Association [64]

# Other roles that may interest you

- Communications and corporate affairs [65]
- Knowledge and library services [66]
- Experienced paramedic [67]
- Emergency care assistant [68]

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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/C9201-25-0472 [10] https://beta.jobs.nhs.uk/candidate/jobadvert/C9388-25-0643 [11]

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