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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>) <sup>[5]</sup> pay system. You will typically start in a position on <u>AfC</u> <sup>[6]</sup> 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

#### • Hospice Communications and Marketing Officer

Gosforth, NE3 1EE

Salary: £23093.00 to £24831.00 Type: Permanent Employer: St Oswald's Hospice Ltd Apply now on NHS Jobs for Hospice Communications and Marketing Officer job (opens in a new window) [9]

#### • Head of Communications and Marketing

Bradford, BD6 9RJ Salary: £46148.00 to £52809.00 Type: Permanent Employer: Bradford Teaching Hospitals NHS Foundation Trust Apply now on NHS Jobs for Head of Communications and Marketing job (opens in a new window) [10]

#### • Senior Communications Manager (public affairs)

Hampstead, NW3 2QG

Salary:

£54320.00 to £60981.00 Type: Permanent Employer: Royal Free London NHS Foundation Trust <u>Apply now on NHS Jobs for Senior Communications Manager (public affairs) job</u> (opens in a new window) [11]

#### Regional Marketing & Communications Officer (Part-Time 0037ZD)

Stoke-on-Trent, ST1 2QE

Salary: £26000.00 to £28000.00 Type: Fixed-Term Employer: We Are With You Apply now on NHS Jobs for Regional Marketing & Communications Officer (Part-Time 0037ZD) job (opens in a new window) [12]

#### • Band 8b - Head of Colleague Communications, Communications

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 Colleague Communications,</u> <u>Communications job (opens in a new window)</u> [13]

#### • Patient Communications Assistant

Plymouth, PL7 1AD Salary: £13.00 Type: Permanent Employer: Beacon Medical Group Apply now on NHS Jobs for Patient Communications Assistant job (opens in a new window) [14]

#### • Patient Communications Assistant

```
Trowbridge, BA14 8LW
Salary:
£12.51
Type:
Permanent
Employer:
Trowbridge Health Centre
Apply now on NHS Jobs for Patient Communications Assistant job (opens in a new
window) [15]
```

#### • Internal Communications Executive

```
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 Internal Communications Executive job (opens in a
new window) [16]
```

#### Apprentice Information Communication Technician

Exeter, EX1 2ED

Salary: £24625.00 to £25674.00 Type: Fixed-Term Employer:

Royal Devon University Healthcare NHS Foundation Trust <u>Apply now on NHS Jobs for Apprentice Information Communication Technician job</u> (opens in a new window) [17]

#### Communications and Engagement Manager

Llantrisant, CF72 8XR

Salary:

£46840.00 to £53602.00

Type:

Permanent

Employer:

Cwm Taf Morgannwg University Health Board Apply now on NHS Jobs for Communications and Engagement Manager job (opens in a new window) [18]

#### • Deputy Head of Communications

Cardiff, CF10 4BZ

Salary:

£63150.00 to £73379.00

Type:

Permanent

Employer:

Public Health Wales

Apply now on NHS Jobs for Deputy Head of Communications job (opens in a new window) [19]

#### • Band 6 Communications Specialist

Birmingham, B15 2TH

Salary: £37338.00 to £44962.00 Type: Fixed-Term Employer: University Hospitals Birmingham NHS Foundation Trust Apply now on NHS Jobs for Band 6 Communications Specialist job (opens in a new window) [20]

#### • Chailey Communication Aid Service Manager

North Chailey, BN8 4JN

Salary: £53755.00 to £60504.00 Type: Permanent Employer: Sussex Community NHS Foundation Trust Apply now on NHS Jobs for Chailey Communication Aid Service Manager job (opens in a new window) [21]

#### Communications Lead for S&W PCN

Ross-on-Wye, HR9 5AB Salary: Negotiable Type: Fixed-Term Employer: Alton Street Surgery Apply now on NHS Jobs for Communications Lead for S&W PCN job (opens in a new window) [22]

#### • Relational Therapist

Bedfordshire, MK40 2AW Salary: £46148.00 to £52809.00 Type: Permanent Employer: East London NHS Foundation Trust Apply now on NHS Jobs for Relational Therapist job (opens in a new window) [23]

#### Marketing Production Manager

Porton Down, SP4 0JG Salary: £40661.00 to £46613.00 Type: Permanent Employer: UK Health Security Agency Apply now on NHS Jobs for Marketing Production Manager job (opens in a new window) [24]

#### Employee Relations Manager

Nottingham, NG5 1PB

Salary:

£46148.00 to £52809.00 Type: Fixed-Term Employer: Nottingham University Hospitals NHS Trusts <u>Apply now on NHS Jobs for Employee Relations Manager job (opens in a new</u> <u>window)</u> [25]

#### 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) [26]

#### • 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) [27]

#### Principal Employee Relations Advisor

Mapperley, NG3 6AA Salary: £46148.00 to £52809.00 Type: Permanent Employer: Nottinghamshire Healthcare NHS Foundation Trust Apply now on NHS Jobs for Principal Employee Relations Advisor job (opens in a new window) [28]

#### Marketing & Campaigns Manager - Organ Donation

Bristol Filton, BS34 7QH Cardiff, CF15 7AB Salary: £46148.00 to £52809.00 Type: Fixed-Term Employer: NHS Blood and Transplant Apply now on NHS Jobs for Marketing & Campaigns Manager - Organ Donation job (opens in a new window) [29]

#### Bank Employee Relations Investigating Officer

Birmingham, B13 8QY

Salary:

£23.60

Type:

Bank Employer:

Birmingham and Solihull Mental Health NHS Foundation Trust Apply now on NHS Jobs for Bank Employee Relations Investigating Officer job (opens in a new window) [30]

#### • Digital Product Specialist

Port Talbot, SA12 7BR

Salary:

£37898.00 to £45637.00

Type:

Permanent

Employer:

Swansea Bay University Health Board

Apply now on NHS Jobs for Digital Product Specialist job (opens in a new window) [31]

#### Digital Delivery Manager

Bristol, BS34 7QH Salary: £47810.00 to £54710.00 Type: Permanent Employer: NHS Blood and Transplant Apply now on NHS Jobs for Digital Delivery Manager job (opens in a new window)

#### • Digital Programme Manager

Yate, BS37 5AF Salary: £53755.00 to £60504.00 Type: Fixed-Term Employer: Sirona care & health CIC Apply now on NHS Jobs for Digital Programme Manager job (opens in a new window) [33]

#### 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)

#### • 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 Systems Manager

```
Gloucester, GL34AW
Salary:
£37338.00 to £44962.00
Type:
Fixed-Term
Employer:
Gloucestershire Health and Care NHS Foundation Trust
```

Apply now on NHS Jobs for Digital Systems Manager job (opens in a new window) [36]

#### • 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]

#### • 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) [39]
```

#### Public Health Nurse

St Helens, WA11 0LA Salary: £29970.00 to £36483.00 Type: Permanent Employer: Wirral Community Health and Care NHS Foundation Trust

#### • Public Health Consultant

Leicester, LE3 8RA Salary: £82180.00 to £93413.00 Type: Permanent Employer: Leicestershire County Council Apply now on NHS Jobs for Public Health Consultant job (opens in a new window)

#### • Public Health Practitioner

Merthyr Tydfil, CF481BZ Salary: £37898.00 to £45637.00 Type: Permanent Employer: Cwm Taf Morgannwg University Health Board Apply now on NHS Jobs for Public Health Practitioner job (opens in a new window)

#### • Public Health Nurse

Greasby, CH49 3AT

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) [43]

#### Digital Transformation Programme Manager

Williamstown, CF40 1XX Salary: £54550.00 to £61412.00 Type: Fixed-Term Employer: Cwm Taf Morgannwg University Health Board Apply now on NHS Jobs for Digital Transformation Programme Manager job (opens in a new window) [44]

#### • Digital and Transformation Lead

Colchester, CO1 2QS Salary: Negotiable Type: Permanent Employer: Primary Care Careers Apply now on NHS Jobs for Digital and Transformation Lead job (opens in a new window) [45]

#### Digital Administration Support Apprentice

```
Cardiff, CF11 9XB
Salary:
£18427.50
Type:
Fixed-Term
Employer:
Cardiff and Vale University Health Board
Apply now on NHS Jobs for Digital Administration Support Apprentice job (opens in
a new window) [46]
```

#### • Digital Project Support Manager

```
Nantgarw, CF15 7QZ
Salary:
	£37898.00 to £45637.00
Type:
	Fixed-Term
Employer:
	Velindre University NHS Trust
Apply now on NHS Jobs for Digital Project Support Manager job (opens in a new
window) [47]
```

#### Digital Transformation Programme Manager

Williamstown, CF40 1XX

Salary: £54550.00 to £61412.00 Type: Permanent Employer: Cwm Taf Morgannwg University Health Board <u>Apply now on NHS Jobs for Digital Transformation Programme Manager job</u> (opens in a new window) [48]

#### Digital Infrastructure Operations Manager

Guildford, GU2 7XX

Salary:

Type:

£64337.00 to £74415.00

Permanent

Employer:

Royal Surrey NHS Foundation Trust <u>Apply now on NHS Jobs for Digital Infrastructure Operations Manager job (opens in</u> a new window) [49]

#### • 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) [50]

#### • Chief Digital Information Officer

Prestwich, M25 3BL

Salary: Negotiable Type: Permanent Employer: Greater Manchester Mental Health NHSFT Apply now on NHS Jobs for Chief Digital Information Officer job (opens in a new window) [51]

#### • Digital Administration Support Apprentice

Cardiff, CF14 4XW

Salary: £18427.50 Type: Fixed-Term Employer: Cardiff and Vale University Health Board <u>Apply now on NHS Jobs for Digital Administration Support Apprentice job (opens in</u> <u>a new window)</u> [52]

#### Pathology Digital Service Manager

London, NW1 2PG

Salary:

£44806.00 to £53134.00

Type:

Fixed-Term

Employer:

University College London Hospitals NHS Foundation Trust Apply now on NHS Jobs for Pathology Digital Service Manager job (opens in a new window) [53]

#### • Senior Digital Change Manager

Dorchester, DT1 1UZ Salary: £46148.00 to £52809.00 Type: Fixed-Term Employer: Dorset County Hospital NHS Foundation Trust Apply now on NHS Jobs for Senior Digital Change Manager job (opens in a new window) [54]

#### Recovery Worker Digital Interventions

Winchester, SO23 8UL

Salary: £29970.00 to £36483.00 Type: Permanent Employer: Inclusion Apply now on NHS Jobs for Recovery Worker Digital Interventions job (opens in a new window) [55]

#### Digital Pathology Support Specialist

London, WC1N 3BG

Salary: £35964.00 to £43780.00 Type: Fixed-Term Employer: University College London Hospitals NHS Foundation Trust Apply now on NHS Jobs for Digital Pathology Support Specialist job (opens in a new window) [56]

#### • Assistant Digital Transformation Manager

London, SE1 7NJ

Salary:

£54320.00 to £60981.00

Type:

Secondment Employer:

Employer.

Guy's and St Thomas' NHS Foundation Trust <u>Apply now on NHS Jobs for Assistant Digital Transformation Manager job (opens in</u> a new window) [57]

#### • 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) [58]

#### • 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)
```

#### • Service Manager - Public Health

Croydon, CR7 7YE

Salary: £51883.00 to £58544.00 Type: Permanent Employer: Croydon Health Services NHS Trust <u>Apply now on NHS Jobs for Service Manager - Public Health job (opens in a new</u> <u>window)</u> [60]

#### • Consultant In Public Health

Darlington, DL3 6HX Durham, DH1 5TW

Salary: Negotiable

Type:

Permanent Employer: County Durham & Darlington NHS Foundation Trust <u>Apply now on NHS Jobs for Consultant In Public Health job (opens in a new</u> window) [61]

#### • Consultant in Public Health

Newport, PO301UD

Salary: £75099.00 to £80992.00 Type: Permanent Employer: Isle of Wight Council <u>Apply now on NHS Jobs for Consultant in Public Health job (opens in a new</u> window) [62]

#### • Clinical Digital and Practice Educator

Surbiton, KT5 9AL Salary: £51883.00 to £58544.00 Type: Fixed-Term Employer: Your Healthcare CIC Apply now on NHS Jobs for Clinical Digital and Practice Educator job (opens in a new window) [63]

#### 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) [64]

#### Digital Service Desk Manager FTC

Coventry, CV6 6NY

Salary:

£46148.00 to £52809.00

Type:

\_\_\_\_Fixed-Term

Employer:

Coventry and Warwickshire Partnership Trust <u>Apply now on NHS Jobs for Digital Service Desk Manager FTC job (opens in a new</u> window) [65]

#### 2nd Line Advanced Engineer - Digital

Steveange, SG1 4AB Salary: £29970.00 to £36483.00 Type: Permanent Employer: East and North Hertfordshire Teaching NHS Trust Apply now on NHS Jobs for 2nd Line Advanced Engineer - Digital job (opens in a new window) [66]

#### • Lead Pharmacy Technician - Digital Medicines

London, NW1 0PE Salary: £54320.00 to £60981.00 Type: Fixed-Term Employer: North London NHS Foundation Trust <u>Apply now on NHS Jobs for Lead Pharmacy Technician - Digital Medicines job</u> (opens in a new window) [67]

#### • Director of Digital Delivery Centre

Newcastle upon Tyne, NE15 8NY

Salary:

£105385.00 to £121271.00

Type:

Permanent

Employer:

NHS Business Services Authority

Apply now on NHS Jobs for Director of Digital Delivery Centre 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</u> [71]
- 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/B0001-25-0011 [10] https://beta.jobs.nhs.uk/candidate/jobadvert/C9389-25-0423 [11] https://beta.jobs.nhs.uk/candidate/jobadvert/C9391-25-1042 [12] https://beta.jobs.nhs.uk/candidate/jobadvert/B0236-25-0210 [13] https://beta.jobs.nhs.uk/candidate/jobadvert/C9360-25-0278 [14] https://beta.jobs.nhs.uk/candidate/jobadvert/A1739-25-0016 [15] https://beta.jobs.nhs.uk/candidate/jobadvert/A0240-25-0009 [16] https://beta.jobs.nhs.uk/candidate/jobadvert/G9907-25-0068 [17] https://beta.jobs.nhs.uk/candidate/jobadvert/C0023-25-1047 [18] https://beta.jobs.nhs.uk/candidate/jobadvert/H9110-25-0730 [19] https://beta.jobs.nhs.uk/candidate/jobadvert/C9028-25-0162 [20] https://beta.jobs.nhs.uk/candidate/jobadvert/C0020-25-0937 [21] https://beta.jobs.nhs.uk/candidate/jobadvert/C9150-25-0327 [22]

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