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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

Senior Digital Communications Officer

Cardiff, CF11 9AD

Salary: £37898.00 to £45637.00 Type: Permanent Employer: Digital Health and Care Wales <u>Apply now on NHS Jobs for Senior Digital Communications Officer job (opens in a</u> <u>new window)</u> [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]

Marketing Communications Manager - Europe (Remote working)

Bagshot, GU19 5HL

Salary:

Negotiable Type: Permanent Employer: iRhythm Technologies Ltd <u>Apply now on NHS Jobs for Marketing Communications Manager - Europe</u> (Remote working) job (opens in a new window) [11]

• Senior Communications Manager (public affairs)

Hampstead, NW3 2QG Salary: £54320.00 to £60981.00 Type: Permanent Employer: Royal Free London NHS Foundation Trust Apply now on NHS Jobs for Senior Communications Manager (public affairs) 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

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) [14]

• 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) [15]

• Deputy Head of Communications

Cardiff, CF10 4BZ Salary: £63150.00 to £73379.00 Type: Permanent Employer: Public Health Wales <u>Apply now on NHS Jobs for Deputy Head of Communications job (opens in a new</u> window) [16]

• Senior Strategic Communications Manager

London, SW11 7BW

Salary: £44550.00 to £49489.00 Type: Permanent Employer: Marie Curie Apply now on NHS Jobs for Senior Strategic 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 Apply now on NHS Jobs for Chailey Communication Aid Service Manager job (opens in a new window) [18]

• 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]

Communications Lead for S&W PCN

Ross-on-Wye, HR9 5AB

Salary: Negotiable Type: Fixed-Term Employer: Alton Street Surgery <u>Apply now on NHS Jobs for Communications Lead for S&W PCN job (opens in a</u> new window)_^[20]

• Communications Team Leader - Campaigns and Media

Plymouth, PL6 8DH

Salary: £46148.00 to £52809.00 Type: Permanent Employer: University Hospitals Plymouth NHS Trust <u>Apply now on NHS Jobs for Communications Team Leader - Campaigns and</u> Media job (opens in a new window) [21]

• Senior communications and engagement manager - internal lead

London, NW1 0PE

Salary:

£53755.00 to £60504.00

Type:

Fixed-Term

Employer:

North London NHS Foundation Trust <u>Apply now on NHS Jobs for Senior communications and engagement manager</u> internal lead job (opens in a new window) [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 <u>Apply now on NHS Jobs for Band 6 - IT Contracts and Finance Lead, Information</u> and Communication job (opens in a new window) [23]

• 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) [24]

• Community Relations Manager

Chipping Campden, GL55 6DR

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) [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

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) [27]

• 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) [28]

• 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) [29]

• 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 <u>Apply now on NHS Jobs for Marketing & Campaigns Manager - Organ Donation</u> job (opens in a new window) [30]

• Governance, Employee Relations, Change Admin

Barnsley, S75 3FG Salary: £27482.00 to £30162.00 Type: Fixed-Term Employer: NHS Blood and Transplant Apply now on NHS Jobs for Governance, Employee Relations, Change Admin job (opens in a new window) [31]

• B6 Occupational Therapist (Stroke Ward) - Market Harborough

Market Harborough, LE16 7BN

Salary: £37338.00 to £44962.00 Type: Permanent Employer: Leicestershire Partnership NHS Trust <u>Apply now on NHS Jobs for B6 Occupational Therapist (Stroke Ward) - Market</u> Harborough job (opens in a new window) [32]

• Digital Midwife

York and Scarborough, YO318TA

Salary:

£47810.00 to £54710.00

Type:

Fixed-Term

Employer:

York and Scarborough Teaching Hospitals NHS Foundation Trust Apply now on NHS Jobs for Digital Midwife job (opens in a new window) [33]

• 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> [34]

• Consultant in Public Health/Consultant in Public Health Medicine

• 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) [36]

• 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) [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

St Helens, WA11 0LA 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) [39]

• Public Health Practitioner

Trowbridge, BA14 8JN Salary: £38626.00 to £40476.00 Type: Fixed-Term Employer: Wiltshire Council Apply now on NHS Jobs for Public Health Practitioner job (opens in a new window) [40]

• 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) [41]

• Digital Project Manager

Dartford, DA2 8DA

Salary:

£55877.00 to £62626.00

Туре:

Permanent

Employer:

Dartford and Gravesham NHS Trust

Apply now on NHS Jobs for Digital Project Manager job (opens in a new window)
[42]

• Digital Project Manager

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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)
[43]
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Digital Customer Service

Estuary Point, L24 8RF Salary: £26530.00 to £29114.00 Type: Fixed-Term Employer: North West Ambulance Service NHS Trust Apply now on NHS Jobs for Digital Customer Service job (opens in a new window) [44]

• 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) [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]

• Digital Transformation Lead

Redhill, RH1 1EB Caterham, CR3 6JU Redhill, RH1 3PN

Salary: Negotiable

Type:

Permanent

Employer:

The House Partnership Apply now on NHS Jobs for Digital Transformation Lead job (opens in a new window) [47]

Digital Test Engineer

Reading, RG1 5AN Salary: £46148.00 to £52809.00 Type: Permanent Employer:

• Digital Test Engineer

Reading, RG1 5AN Salary: £46148.00 to £52809.00 Type: Permanent Employer: Royal Berkshire NHS Foundation Trust Apply now on NHS Jobs for Digital Test Engineer job (opens in a new window) [48]

• 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) [49]

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) [50]

• Digital Support Officer

Nottingham, NG2 3AJ Sutton-in-ashfield, NG17 4JL Nottingham, NG7 2UH

Salary: £30000.00 Type: Permanent Employer: NEMS Community Benefit Services Ltd Apply now on NHS Jobs for Digital Support Officer job (opens in a new window) [51]

• 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)

• 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) [53]

• Community Public Health Nurse

Witney, OX29 7DX

Salary: £29970.00 to £36483.00 Type: Permanent Employer: Oxford Health NHS Trust <u>Apply now on NHS Jobs for Community Public Health Nurse job (opens in a new</u> window) [54]

• Assistant Public Health Practitioner

Sutton in Ashfield, NG17 1BE

Salary: £26530.00 to £29114.00 Type: Permanent Employer: Nottinghamshire Healthcare NHS Foundation Trust Apply now on NHS Jobs for Assistant Public Health Practitioner job (opens in a new window) [55]

• 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 Apply now on NHS Jobs for Environmental Public Health Scientist job (opens in a new window) [57]

• Public Health Programme Manager

Salary: £75405.00 to £86885.00 Type: Fixed-Term Employer: Hywel Dda University Health Board Apply now on NHS Jobs for Public Health Programme Manager job (opens in a new window) [58]

• Consultant In Public Health

Darlington, DL3 6HX Durham, DH1 5TW

Carmarthen, SA31 3BB

Salary: Negotiable Type: Permanent Employer: County Durham & Darlington NHS Foundation Trust Apply now on NHS Jobs for Consultant In Public Health job (opens in a new window) [59]

• Consultant in Public Health

Newport, PO301UD Salary: £75099.00 to £80992.00 Type: Permanent Employer: Isle of Wight Council Apply now on NHS Jobs for Consultant in Public Health job (opens in a new window) [60]

• 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) [61]

• 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) [62]

• 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> [63]

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> [64]

• 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 <u>new window)</u> [65]

Digital Infrastructure Operations Manager

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Guildford, GU2 7XX
Salary:
£64337.00 to £74415.00
Type:
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) [66]
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Digital Administration Support Apprentice

Cardiff, CF14 4XW 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) [67]

Further information

- Chartered Institute of Public Relations [68]
- Public Relations Consultants Association [69]

Other roles that may interest you

- <u>Communications and corporate affairs</u> [70]
- Knowledge and library services [71]
- Experienced paramedic [72]
- Emergency care assistant [73]

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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/M9025-25-0044 [10] https://beta.jobs.nhs.uk/candidate/jobadvert/C9389-25-0423 [11] https://beta.jobs.nhs.uk/candidate/jobadvert/E0389-25-0013 [12] https://beta.jobs.nhs.uk/candidate/jobadvert/C9391-25-1042 [13] https://beta.jobs.nhs.uk/candidate/jobadvert/C9360-25-0278 [14] https://beta.jobs.nhs.uk/candidate/jobadvert/A0240-25-0009 [15] https://beta.jobs.nhs.uk/candidate/jobadvert/G9907-25-0068 [16] https://beta.jobs.nhs.uk/candidate/jobadvert/C9028-25-0162 [17] https://beta.jobs.nhs.uk/candidate/jobadvert/B0516-25-0070 [18] https://beta.jobs.nhs.uk/candidate/jobadvert/C9150-25-0327 [19] https://beta.jobs.nhs.uk/candidate/jobadvert/B0128-25-0085 [20] https://beta.jobs.nhs.uk/candidate/jobadvert/A3737-25-0003 [21] https://beta.jobs.nhs.uk/candidate/jobadvert/C9216-25-0709 [22] https://beta.jobs.nhs.uk/candidate/jobadvert/C9455-25-0254 [23] https://beta.jobs.nhs.uk/candidate/jobadvert/C9360-25-0317 [24]

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