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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

Marketing and Communications Manager

Runcorn, WA7 6EP

Salary:

£18.54

Type:

Permanent

Employer:

Halton Haven Hospice

Apply now on NHS Jobs for Marketing and Communications Manager job (opens in a new window) [9]

Marketing and Communications Officer

Truro, TR1 3LP

Salary:

£24000.00 to £29000.00

Type:

Permanent

Employer:

Kernow Health CIC

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

Communications and Marketing Coordinator

Cardiff, CF10 3NQ

Salary:

£30420.00 to £37030.00

Type:

Permanent

Employer:

Powys Teaching Health Board

Apply now on NHS Jobs for Communications and Marketing Coordinator job (opens in a new window) [11]

Senior Digital Communications Manager

Cardiff, CF10 4BZ

Salary:

£54550.00 to £61412.00

Type:

Permanent

Employer:

Public Health Wales

Apply now on NHS Jobs for Senior Digital Communications Manager job (opens in a new window) [12]

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) [13]

International Communications Lead (XN08)

Leeds, LS1 2TW

Salary:

£55690.00 to £62682.00

Type:

Permanent

Employer:

Leeds Teaching Hospitals

Apply now on NHS Jobs for International Communications Lead (XN08) job (opens in a new window) [14]

COMMUNICATIONS AND ENGAGEMENT MANAGER

Yeovil, BA22 8QR

Salary:

Negotiable

Type:

Permanent

Employer:

GPSU - General Practice Support Unit

Apply now on NHS Jobs for COMMUNICATIONS AND ENGAGEMENT

MANAGER job (opens in a new window) [15]

Communication Hub Support Clerk

Carmarthen, SA31 3BB

Salary:

£23970.00

Type:

Permanent

Employer:

Hywel Dda University Health Board

Apply now on NHS Jobs for Communication Hub Support Clerk job (opens in a new window) [16]

Digital Marketing Executive - 36 hours

London, WC2H 9JA

Salary:

£36436.00 to £44089.00

Type:

Permanent

Employer:

British Pregnancy Advisory Service (BPAS)

Apply now on NHS Jobs for Digital Marketing Executive - 36 hours job (opens in a new window) [17]

Communications Stakeholder Engagement Senior Analyst

Trowbridge, BA14 8JN

Salary:

£36124.00 to £37938.00

Type:

Permanent

Employer:

Wiltshire Council

Apply now on NHS Jobs for Communications Stakeholder Engagement Senior Analyst job (opens in a new window) [18]

Voice and Unified Communications Engineer

London, E2 9NJ

Salary:

£54320.00 to £60981.00

Type:

Fixed-Term

Employer:

East London NHS Foundation Trust

Apply now on NHS Jobs for Voice and Unified Communications Engineer job (opens in a new window) [19]

Communications and administration Co-ordinator

London, N8 9BD

Salary:

£35327.00 to £37332.00

Type:

Permanent

Employer:

CDS UK (Clinic for Dissociative Studies)

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

Communications and Engagement Specialist - Maternity Cover

Milton Keynes, MK6 5LD

Salary:

£37338.00 to £44962.00

Type:

Fixed-Term

Employer:

Milton Keynes University Hospital NHS Foundation Trust

Apply now on NHS Jobs for Communications and Engagement Specialist
Maternity Cover job (opens in a new window) [21]

Clinical Communications and Reasoning Skills Tutor

Cambridge, CB2 0QQ

Salary:

£47810.00 to £54710.00

Type:

Permanent

Employer:

Cambridge University Hospital NHS Foundation Trust

<u>Apply now on NHS Jobs for Clinical Communications and Reasoning Skills Tutor</u>

<u>job (opens in a new window)</u> [22]

Strategic Communications Lead: Future NHS Workforce Solution

Newcastle-upon-Tyne, NE15 8NY

Salary:

£64455.00 to £74896.00

Type:

Permanent

Employer:

NHS Business Services Authority

Apply now on NHS Jobs for Strategic Communications Lead: Future NHS Workforce Solution job (opens in a new window) [23]

Head of Communications for Research Delivery & Industry

Cardiff, CF10 3NQ

Salary:

£63150.00 to £73379.00

Type:

Fixed-Term

Employer:

Powys Teaching Health Board

Apply now on NHS Jobs for Head of Communications for Research Delivery & Industry job (opens in a new window) [24]

Deputy Director of People (OD and Communications)

Oxford, OX4 4XN

Salary:

£91342.00 to £105337.00

Type:

Permanent

Employer:

Oxford Health NHS Trust

Apply now on NHS Jobs for Deputy Director of People (OD and Communications) job (opens in a new window) [25]

Senior Tutor in Clinical Reasoning and Communication Skills (CRCS)

Cambridge, CB2 0QQ

Salary:

£55690.00 to £62682.00

Type:

Permanent

Employer:

Cambridge University Hospital NHS Foundation Trust

Apply now on NHS Jobs for Senior Tutor in Clinical Reasoning and Communication Skills (CRCS) job (opens in a new window) [26]

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) [27]

Marketing Administrator

King's Lynn, PE31 6BH

Salary:

£24005.00

Type:

Permanent

Employer:

Tapping House

Apply now on NHS Jobs for Marketing Administrator job (opens in a new window)

Employee Relations Manager

Cambridge Bio Medical Campus, CB2 0AY

Salary:

£47810.00 to £54710.00

Type:

Permanent

Employer:

Royal Papworth Hospital NHS Foundation Trust

Apply now on NHS Jobs for Employee Relations Manager job (opens in a new window) [29]

Employee Relations Advisor

Nottingham, NG5 1PB

Salary:

£29970.00 to £36483.00

Type:

Fixed-Term

Employer:

Nottingham University Hospitals NHS Trusts

Apply now on NHS Jobs for Employee Relations Advisor job (opens in a new window) [30]

Guest Relations Officer

Chelsea, SW3 6JJ

Salary:

£30039.00 to £31088.00

Type:

Permanent

Employer:

The Royal Marsden NHS Foundation Trust

Apply now on NHS Jobs for Guest Relations Officer job (opens in a new window)
[31]

Hospitality and Marketing Executive

London, EC2A 1AS

Salary:

£30000.00 to £35000.00

Type:

Permanent

Employer:

Barchester Healthcare

Apply now on NHS Jobs for Hospitality and Marketing Executive job (opens in a new window) [32]

Head of Employee Relations

London, SW9 9SP

Salary:

£70387.00 to £80465.00

Type:

Permanent

Employer:

South London and Maudsley NHS Foundation Trust

Apply now on NHS Jobs for Head of Employee Relations job (opens in a new window) [33]

People Advisor (Employee Relations)

Worthing, BN11 1HS

Salary:

£29970.00 to £36483.00

Type:

Permanent

Employer:

Sussex Partnership NHS Foundation Trust

Apply now on NHS Jobs for People Advisor (Employee Relations) job (opens in a new window) [34]

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) [35]

Senior Employee Relations Advisor

London, NW1 3AX

Salary:

£46419.00 to £55046.00

Type:

Permanent

Employer:

Central and North West London NHS Foundation Trust

Apply now on NHS Jobs for Senior Employee Relations Advisor job (opens in a new window) [36]

Digital Nurse

Liverpool, L7 8YA

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

The Clatterbridge Cancer Centre NHSFT

Apply now on NHS Jobs for Digital Nurse job (opens in a new window) [37]

Digital Midwife

Exeter, EX2 5DW

Salary:

£47810.00 to £54710.00

Type:

Permanent

Employer:

Royal Devon University Healthcare NHS Foundation Trust

Apply now on NHS Jobs for Digital Midwife job (opens in a new window) [38]

Digital & Transformation Lead

Gillingham, ME8 9BH

Salary:

Negotiable

Type:

Permanent

Employer:

Medway Rainham Primary Care Network

Apply now on NHS Jobs for Digital & Transformation Lead job (opens in a new window) [39]

Digital Care Coordinator

York, YO24 3WX

Salary:

£24937.00 to £26598.00

Type:

Permanent

Employer:

Priory Medical Group

Digital Transformation Trainer

Brecon, LD3 0LY

Salary:

£30420.00 to £37030.00

Type:

Fixed-Term

Employer:

Powys Teaching Health Board

Apply now on NHS Jobs for Digital Transformation Trainer job (opens in a new window) [41]

Digital Field Engineer

Colchester, CO4 9QS

Salary:

£29970.00 to £36483.00

Type:

Fixed-Term

Employer:

Essex Partnership University NHS Foundation Trust

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

o Digital Orthotic Technician

Gloucester, GL1 2DB

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

Gloucestershire Health and Care NHS Foundation Trust

Apply now on NHS Jobs for Digital Orthotic Technician job (opens in a new window) [43]

Digital Programme Manager

Salford, M50 1SW

Salary:

£53755.00 to £60504.00

Type:

Fixed-Term

Employer:

Northern Care Alliance NHS Foundation Trust

<u>Apply now on NHS Jobs for Digital Programme Manager job (opens in a new window)</u>

[44]

Digital Content Designer

Newcastle Upon Tyne, NE15 8NY

Salary:

£38682.00 to £46580.00

Type:

Permanent

Employer:

NHS Business Services Authority

Apply now on NHS Jobs for Digital Content Designer job (opens in a new window)

[45]

Digital Systems Manager

Gloucester, GL34AW

Salary:

£37338.00 to £44962.00

Type:

Fixed-Term

Employer:

Gloucestershire Health and Care NHS Foundation Trust

<u>Apply now on NHS Jobs for Digital Systems Manager job (opens in a new window)</u>

[46]

Public Health Nurse

Cumbria, CA1 1RD

Salary:

£29970.00 to £36483.00

Type:

Permanent

Employer:

Harrogate and District NHS Foundation Trust

Apply now on NHS Jobs for Public Health Nurse job (opens in a new window) [47]

Public Health Nurse

Westmorland & Furness, CA11 8HW

Salary:

£29970.00 to £36483.00

Type:

Permanent

Employer:

Harrogate and District NHS Foundation Trust

Apply now on NHS Jobs for Public Health Nurse job (opens in a new window) [48]

Public Health Researcher

Cardiff, CF10 4BZ

Salary:

£46840.00 to £53602.00

Type:

Permanent

Employer:

Public Health Wales

Apply now on NHS Jobs for Public Health Researcher job (opens in a new window)
[49]

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) [50]

Public Health Midwife

Newport, Isle of Wight, PO30 5TG

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

Isle of Wight NHS Trust

Apply now on NHS Jobs for Public Health Midwife job (opens in a new window) [51]

Digital Clinical Systems Facilitator

Yate, BS37 5AF

Salary:

£31049.00 to £37796.00

Type:

Permanent

Employer:

Sirona care & health CIC

Apply now on NHS Jobs for Digital Clinical Systems Facilitator job (opens in a new window) [52]

Digital Senior Support Technician

Carmarthen, SA31 2AF

Salary:

£30420.00 to £37030.00

Type:

Permanent

Employer:

Hywel Dda University Health Board

Apply now on NHS Jobs for Digital Senior Support Technician job (opens in a new window) [53]

Pharmacy & Medicines Digital Lead

Preston, PR2 5NN

Salary:

£47810.00 to £54710.00

Type:

Permanent

Employer:

North West Ambulance Service NHS Trust

Apply now on NHS Jobs for Pharmacy & Medicines Digital Lead job (opens in a new window) [54]

Joint Deputy Digital Director

Kettering, NN15 6EY

Salary:

£88168.00 to £101677.00

Type:

Permanent

Employer:

Northamptonshire Healthcare Foundation Trust

Apply now on NHS Jobs for Joint Deputy Digital Director job (opens in a new window) [55]

Joint Deputy Digital Director

Kettering, NN15 6EY

Salary:

£88168.00 to £101677.00

Type:

Permanent

Employer:

Northamptonshire Healthcare Foundation Trust

Apply now on NHS Jobs for Joint Deputy Digital Director job (opens in a new window) [56]

Digital Transformation Programme Lead

Grimsby, DN31 1SQ

Salary:

£48480.00 to £58178.00

Type:

Permanent

Employer:

Care Plus Group

Apply now on NHS Jobs for Digital Transformation Programme Lead job (opens in a new window) [57]

Principal Public Health Practitioner

Mold or Llanfairfechan, CH7 1PZ

Salary:

£54550.00 to £61412.00

Type:

Permanent

Employer:

Betsi Cadwaladr University Health Board

Apply now on NHS Jobs for Principal Public Health Practitioner job (opens in a new window) [58]

o Principal Public Health Practitioner

Bronllys, near Brecon, LD3 0LE

Salary:

£54550.00 to £61412.00

Type:

Fixed-Term

Employer:

Powys Teaching Health Board

Apply now on NHS Jobs for Principal Public Health Practitioner job (opens in a new window) [59]

Environmental Public Health Practitioner

Birmingham, Leeds, London, Liverpool, E14 4PU

Salary:

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£31997.00 to £43552.00
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Type:

Permanent

Employer:

UK Health Security Agency

Apply now on NHS Jobs for Environmental Public Health Practitioner job (opens in a new window) [60]

DCS Digital Nurse (Internal Only)

Victoria Road, Macclesfield, SK10 3BL

Salary:

£46148.00 to £52809.00

Type:

Secondment

Employer:

East Cheshire NHS Trust

Apply now on NHS Jobs for DCS Digital Nurse (Internal Only) job (opens in a new window) [61]

Digital & Transformation Manager - KEN PCN

Birmingham, B30 3AS

Birmingham, B44 8TU

Birmingham, B44 0HL

Birmingham, B7 5DT

Birmingham, B7 5DT

Birmingham, B10 9QE

Birmingham, B44 9ER

Birmingham, B7 5BT

Salary:

Negotiable

Type:

Permanent

Employer:

Our Health Partnership

Apply now on NHS Jobs for Digital & Transformation Manager - KEN PCN job (opens in a new window) [62]

Clinical Research and Digital Officer

Sale, M33 4BR

Salary:

£29250.00

Type:

Fixed-Term

Employer:

Firsway Health Centre

<u>Apply now on NHS Jobs for Clinical Research and Digital Officer job (opens in a new window)</u> [63]

Biomedical Support Assistant – Digital Pathology

Blackpool, FY3 8NR

Salary:

£24169.00

Type:

Fixed-Term

Employer:

Lancashire Teaching Hospitals NHS Foundation Trust

Apply now on NHS Jobs for Biomedical Support Assistant – Digital Pathology job

(opens in a new window) [64]

3D Digital Biomedical Engineer/Technician

London, SE5 9RW

Salary:

£54320.00 to £60981.00

Type:

Permanent

Employer:

King's College Hospital NHS Foundation Trust
Apply now on NHS Jobs for 3D Digital Biomedical Engineer/Technician job (opens

in a new window) [65]

Head of IT and Digital

Swansea, SA1 8QY Grimsby, DN32 9RP West Wickham, BR4 9QJ Romsey, SO51 8GZ Durham, DH1 5TW

Salary:

£65000.00

Type:

Permanent

Employer:

HMT Sancta Maria Hospital

Apply now on NHS Jobs for Head of IT and Digital job (opens in a new window) [66]

Consultant in Public Health Infection

Bristol, BS1 6EH

Salary:

£91342.00 to £145478.00

Type:

Permanent

Employer:

UK Health Security Agency

Apply now on NHS Jobs for Consultant in Public Health Infection job (opens in a new window) [67]

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) [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]
- 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-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/B0020-HHHAW2728 [10] https://beta.jobs.nhs.uk/candidate/jobadvert/E0306-25-0009 [11]

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