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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

Brand and Digital Communications Manager

Maidstone, ME16 9PB

Salary:

£47810.00 to £54710.00

Type:

Permanent

Employer:

Kent & Medway NHS & Social Care Partnership Trust

Apply now on NHS Jobs for Brand and Digital Communications Manager job

(opens in a new window) [9]

Digital Content and Communications Officer

Maidstone, ME16 9PH

Salary:

£31049.00 to £37796.00

Type:

Permanent

Employer:

Kent & Medway NHS & Social Care Partnership Trust

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

Communications Lead

Sunderland, SR5 1SF

Salary:

£26500.00

Type:

Permanent

Employer:

Sunderland Carers Centre

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

Communications Assistant

Carmarthen, SA31 3BB

Salary:

£27898.00 to £30615.00

Type:

Fixed-Term

Employer:

Hywel Dda University Health Board

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

Communications Officer

Maidstone, ME16 9PH

Salary:

£31049.00 to £37796.00

Type:

Permanent

Employer:

Kent & Medway NHS & Social Care Partnership Trust

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

[13]

Programme Director, Communications

Manchester, M1 3BN

Salary:

£109179.00 to £125637.00

Type:

Permanent

Employer:

NICE - The National Institute for Health and Care Excellence

Apply now on NHS Jobs for Programme Director, Communications job (opens in a new window) [14]

Engagement & Communications Manager

Basildon, SS143BY

Salary:

£62000.00 to £65000.00

Type:

Fixed-Term

Employer:

iPP Analytics Limited

Apply now on NHS Jobs for Engagement & Communications Manager job (opens in a new window) [15]

Fundraising and Communications Manager

Cardiff, CF14 4XW

Salary:

£31516.00 to £38364.00

Type:

Fixed-Term

Employer:

Cardiff and Vale University Health Board

Apply now on NHS Jobs for Fundraising and Communications Manager job (opens in a new window) [16]

Sussex CRDC Communications and Engagement Manager

Brighton, BN2 1ES

Salary:

£47810.00 to £54710.00

Type:

Permanent

Employer:

University Hospitals Sussex NHS Foundation Trust (279)

Apply now on NHS Jobs for Sussex CRDC Communications and Engagement Manager job (opens in a new window) [17]

Digital, Marketing and Admin Officer Apprentice

Willerby, HU10 6ED

Salary:

£24465.00

Type:

Permanent

Employer:

Humber Teaching NHS Foundation Trust

Apply now on NHS Jobs for Digital, Marketing and Admin Officer Apprentice job (opens in a new window) [18]

PR Manager

London, SE1 8UL

Salary:

Negotiable

Type:

Permanent

Employer:

Active Care Group

Apply now on NHS Jobs for PR Manager job (opens in a new window) [19]

Marketing Executive

London, EC2A 1AS

Salary:

£35000.00

Type:

Permanent

Employer:

Barchester Healthcare

Apply now on NHS Jobs for Marketing Executive job (opens in a new window) [20]

Community Relations Manager

Sunningdale, SL5 9RL

Salary:

£35000.00 to £40000.00

Type:

Permanent

Employer:

Aria Care

Apply now on NHS Jobs for Community Relations Manager job (opens in a new window) [21]

People Relations Manager

Ulverston Cumbria, LA12 7JP

Salary:

£29244.00

Type:

Permanent

Employer:

St. Mary's Hospice

Apply now on NHS Jobs for People Relations Manager job (opens in a new window) [22]

People Relations Manager

Crawley, RH10 9BG

Salary:

£47810.00 to £54710.00

Type:

Permanent

Employer:

SECamb

Apply now on NHS Jobs for People Relations Manager job (opens in a new window) [23]

Housekeeper - Market Harborough

Market Harborough, LE16 7BN

Salary:

£24465.00

Type:

Permanent

Employer:

Leicestershire Partnership NHS Trust

Apply now on NHS Jobs for Housekeeper - Market Harborough job (opens in a new window) [24]

Regional Marketing Manager

Camberley, GU15 2LN

Salary:

Negotiable

Type:

Permanent

Employer:

Aria Care

Apply now on NHS Jobs for Regional Marketing Manager job (opens in a new window) [25]

Senior Employee Relations Advisor

Croydon, CR7 7YE

Salary:

£44485.00 to £52521.00

Type:

Permanent

Employer:

Croydon Health Services NHS Trust

Apply now on NHS Jobs for Senior Employee Relations Advisor job (opens in a new window) [26]

Inpatient Health Care Assistant - Market Harborough

Market Harborough, LE16 7BN

Salary:

£24937.00 to £26598.00

Type:

Permanent

Employer:

Leicestershire Partnership NHS Trust

Apply now on NHS Jobs for Inpatient Health Care Assistant - Market Harborough job (opens in a new window) [27]

Consultant in Diabetes, GIM related foot disease

London, SE1 7EH

Salary:

£109725.00 to £145478.00

Type:

Permanent

Employer:

Guy's and St Thomas' NHS Foundation Trust

Apply now on NHS Jobs for Consultant in Diabetes, GIM related foot disease job (opens in a new window) [28]

Public Health Assistant

Folkestone, CT20 1SZ

Salary:

£24625.00 to £25674.00

Type:

Permanent

Employer:

Kent Community Health NHS Foundation Trust

Apply now on NHS Jobs for Public Health Assistant job (opens in a new window)

[29]

Public Health Consultant

Nottingham, NG2 3NG

Salary:

£88168.00 to £101677.00

Type:

Permanent

Employer:

Nottingham City Council

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

[30]

Public Health Specialist

Trowbridge, BA14 8JN

Salary:

£46142.00 to £48226.00

Type:

Permanent

Employer:

Wiltshire Council

Apply now on NHS Jobs for Public Health Specialist job (opens in a new window)

[31]

Digital Architect - Bank

Taunton, TA1 5DA

Salary:

£28.48

Type:

Bank

Employer:

Somerset NHS Foundation Trust

Apply now on NHS Jobs for Digital Architect - Bank job (opens in a new window)

[32]

Digital Degree Apprentice

Newcastle Upon Tyne, NE15 8NY

Salary:

£24937.00 to £26598.00

Type:

Fixed-Term

Employer:

NHS Business Services Authority

Apply now on NHS Jobs for Digital Degree Apprentice job (opens in a new window)

[33

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) [34]

Public Health Practitioner

Aberaeron, SA46 0DY

Salary:

£39263.00 to £47280.00

Type:

Fixed-Term

Employer:

Hywel Dda University Health Board

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

[35]

Digital Business Analyst

Cardiff, CF15 7QZ

Salary:

£48527.00 to £55532.00

Type:

Fixed-Term

Employer:

Velindre University NHS Trust

Apply now on NHS Jobs for Digital Business Analyst job (opens in a new window)

[36]

Digital & Technology Director

Gosforth, NE13 9BA

Salary:

£85000.00

Type:

Permanent

Employer:

Everyturn Mental Health

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

Digital Innovation Lead

Cwmbran, NP44 7HF

Salary:

£48527.00 to £55532.00

Type:

Permanent

Employer:

Welsh Ambulance NHS Trust

Apply now on NHS Jobs for Digital Innovation Lead job (opens in a new window)

Digital Business Analyst

Cardiff, CF15 7QZ

Salary:

£48527.00 to £55532.00

Type:

Fixed-Term

Employer:

Velindre University NHS Trust

Apply now on NHS Jobs for Digital Business Analyst job (opens in a new window)
[39]

Public Health Nurse

Cheltenham, GL52 5QH

Salary:

£31049.00 to £37796.00

Type:

Permanent

Employer:

Gloucestershire Health and Care NHS Foundation Trust

Apply now on NHS Jobs for Public Health Nurse job (opens in a new window) [40]

Digital Applications Tester

Manchester, M14 7LU

Salary:

£27485.00 to £30162.00

Type:

Permanent

Employer:

North West Ambulance Service NHS Trust

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

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) [42]

Digital Transformation Lead

Chesterfield, S45 9JW

Salary:

£47810.00 to £62682.00

Type:

Permanent

Employer:

North Eastern Derbyshire Healthcare Limited

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

Estates Digital Officer

Harlow, CM20 1QX

Salary:

£38682.00 to £46580.00

Type:

Permanent

Employer:

The Princess Alexandra Hospital NHS Trust

Apply now on NHS Jobs for Estates Digital Officer job (opens in a new window) [44]

Public Health Dietitian

Cwmbran, NP44 3HR

Salary:

£39263.00 to £47280.00

Type:

Permanent

Employer:

Aneurin Bevan University Health Board

Apply now on NHS Jobs for Public Health Dietitian job (opens in a new window) [45]

Consultant in Public Health/Consultant in Public Health Medicine

Oxford, OX1 1ND

Salary:

£91615.00 to £103835.00

Type:

Permanent

Employer:

Oxfordshire County Council

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

Public Health Intelligence Analyst

Swindon, SN1 2JG

Salary:

£39513.00

Type:

Permanent

Employer:

Swindon Borough Council

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

Digital Portfolio Project Manager

Cardiff, CF15 7QZ

Salary:

£48527.00 to £55532.00

Type:

Fixed-Term

Employer:

Velindre University NHS Trust

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

Lead Digital Pharmacy Technician

Warrington, WA5 1QG

Salary:

£38682.00 to £46580.00

Type:

Permanent

Employer:

Warrington and Halton Teaching Hospitals NHSFT

Apply now on NHS Jobs for Lead Digital Pharmacy Technician job (opens in a new window) [49]

Community Public Health Nurse

Witney, OX29 7DX

Salary:

£31049.00 to £37796.00

Type:

Permanent

Employer:

Oxford Health NHS Trust

Apply now on NHS Jobs for Community Public Health Nurse job (opens in a new window) [50]

Principal Public Health Practitioner

Bronllys, near Brecon, LD3 0LE

Salary:

£56514.00 to £63623.00

Type:

Fixed-Term

Employer:

Powys Teaching Health Board

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

Community Public Health Nurse

Abingdon, OX14 3JY

Salary:

£31049.00 to £37796.00

Type:

Permanent

Employer:

Oxford Health NHS Trust

Apply now on NHS Jobs for Community Public Health Nurse job (opens in a new window) [52]

Digital Transformation & PCN Manager

Yeovil, BA21 3TL

Salary:

£55690.00

Type:

Permanent

Employer:

Yeovil Primary Care Network

Apply now on NHS Jobs for Digital Transformation & PCN Manager job (opens in a new window) [53]

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) [54]

Senior Public Health Researcher

Cardiff, CF10 4BZ

Salary:

£39263.00 to £47280.00

Type:

Fixed-Term

Employer:

Public Health Wales

Apply now on NHS Jobs for Senior Public Health Researcher job (opens in a new window) [55]

Digital Network & Telecoms Engineer

Bury St Edmunds, IP29 4RR

Salary:

£38682.00 to £46580.00

Type:

Permanent

Employer:

West Suffolk NHS Foundation Trust

Apply now on NHS Jobs for Digital Network & Telecoms Engineer job (opens in a new window) [56]

Digital / Transformation Project Manager

Worcester, WR5 1DD

Salary:

£47810.00 to £54710.00

Type:

Fixed-Term

Employer:

Worcestershire Acute Hospitals NHS Trust

Apply now on NHS Jobs for Digital / Transformation Project Manager job (opens in a new window) [57]

Collaborative Digital Contract Manager

Taunton, TA1 4DY

Salary:

£55690.00 to £62682.00

Type:

Fixed-Term

Employer:

Somerset NHS Foundation Trust

Apply now on NHS Jobs for Collaborative Digital Contract Manager job (opens in a new window) [58]

o Digital Portfolio Project Manager

Cardiff, CF15 7QZ

Salary:

£48527.00 to £55532.00

Type:

Fixed-Term

Employer:

Velindre University NHS Trust

Apply now on NHS Jobs for Digital Portfolio Project Manager job (opens in a new window) [59]

Digital Cyber Security Specialist

Dewsbury, WF13 4HS

Salary:

£38682.00 to £46580.00

Type:

Permanent

Employer:

The Mid Yorkshire Teaching NHS Trust

Apply now on NHS Jobs for Digital Cyber Security Specialist job (opens in a new window) [60]

Deputy Digital Procurement Manager

Cwmbran, NP44 3HR

Salary:

£39263.00 to £47280.00

Type:

Fixed-Term

Employer:

Aneurin Bevan University Health Board

Apply now on NHS Jobs for Deputy Digital Procurement Manager job (opens in a new window) [61]

Data & Digital Transformation Lead

Matlock, DE4 2EU

Tansley, DE4 5ND

Hope Valley, S33 6RJ

Matlock, DE4 3NL

Ashbourne, de6 1dg

Hope Valley, S32 5QH

Chesterfield, S45 0BA

Bakewell, DE45 1SP

Bakewell, DE45 1ED

Matlock, DE4 3FD

Salary:

£38682.00 to £46580.00

Type:

Permanent

Employer:

Derbyshire Dales Primary Care Network

Apply now on NHS Jobs for Data & Digital Transformation Lead job (opens in a new window) [62]

o Digital and Administrative Coordinator

HULL, HU9 5AD

Salary:

£24071.00

Type:

Fixed-Term

Employer:

Venn PCN

Apply now on NHS Jobs for Digital and Administrative Coordinator job (opens in a new window) [63]

Digital Services Endpoint Engineer

Bury St Edmunds, IP33 2QZ

Salary:

£31049.00 to £37796.00

Type:

Permanent

Employer:

West Suffolk NHS Foundation Trust

Apply now on NHS Jobs for Digital Services Endpoint Engineer job (opens in a new window) [64]

Digital Transformation Project Manager

Williamstown, CF40 1XX

Salary:

£39263.00 to £47280.00

Type:

Fixed-Term

Employer:

Cwm Taf Morgannwg University Health Board

Apply now on NHS Jobs for Digital Transformation Project Manager job (opens in a new window) [65]

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) [66]

Public Health Practitioner HCC621937

Winchester, SO23 8UB

Salary:

£40643.00 to £45077.00

Type:

Permanent

Employer:

Hampshire County Council

Apply now on NHS Jobs for Public Health Practitioner HCC621937 job (opens in a new window) [67]

Digital Pathology Support Specialist

London, WC1N 3BG

Salary:

£37259.00 to £45356.00

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) [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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