

Job title	Communications Manager	Date 25/03/2025
Reports to (title)	Head of People and Transformation	Version 2
Contract/Department	BBC	Revision
Location	Birmingham	

Job purpose

Describe the overall purpose of the job in two or three sentences.

This is a high-profile position within our customers account working alongside the customers communications team, reporting to the Head of People and Transformation. You will be working within the Account Team and will be responsible for creating and managing communications plans designed towards engaging with internal and external stakeholders, promoting key activities within the account team and promoting the EMCOR brand.

You will be responsible for overseeing all internal and external communications for EMCOR, ensuring its message is consistent and engaging and will help prepare detailed communication reports, case studies and marketing materials.

Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

- Self-starter who is happy to provide a first draft quickly and to iterate multiple times to perfect a particular communications piece on time
- Technologically savvy and / or unafraid to dive into new processes and systems to test and experiment; focused on results in a fast-moving, hands-on environment
- Sound judgment to drive communications initiatives, with excellent skills in stakeholder management, networking, and relationship-building
- Managing and updating content across platforms (website, email) and social media channels on an ongoing basis
- Supporting the team in enhancing their communication skills by helping to write/edit comms and publications and by providing feedback and guidance.
- Create, manage, and communicate content; message; and strengthen the communications skills and capacity of other team members.
- Demonstrable experience of planning, producing and managing internal and external communications within a high paced, customer focussed environment.
- Develop and implement effective communication strategies that build customer loyalty programs, brand awareness, and customer satisfaction.
- Prepare detailed communication and account reports.
- Plan and manage the design, content, and production of all communication materials in line with EMCOR Policy.

Job Description

- Work with internal and external Communication departments to generate new ideas and strategies. Respond to communication-related issues in a timely manner
- Build and maintains solid partnerships with internal and external Stakeholder to better develop, coordinate, direct, and facilitate communications designed to meet business goals.

Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

Person specification

Describe the knowledge, skills, qualifications, personality and experience required for the job.

- Strong, versatile communication skills which include omni-platform communication capabilities
- Good organizational, planning, and coordination skills
- Ability to multi-task and re-prioritize as needed
- Desire to take full ownership of assigned workload and can work independently
- Ability to manage multiple activities simultaneously
- Possesses a sense of urgency; is self-motivated and detail-minded
- Strong interpersonal skills and ability to build collaborative relationships
- Good verbal presentation, group dynamic, and facilitation skills
- Proactive approach in resolving problems and issues
- Adjusts strategies to changes in the environment.
- Adopts means of communication and interaction that suit different audiences.
- Easily learns unique job-related vocabulary.
- Quickly understands and uses processes, technologies and ideas that are continually being updated.
- Learns highly complex information related to communications and media.

Other factors relevant to the job

Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

- 25 days annual leave
- Auto enrol pension
- Company sick pay
- Flexible benefits available (retail discounts, reduced gym memberships etc)
- UK Driving Licence and UK travel expected.

Line Manager	
Signature	
Print Name	

Job Description

Date	
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Job Holder Signature	
Print Name	
Date	

<i>FOR HR USE ONLY:</i>					
<i>Job Grade</i>		<i>EMCOR Competency Level</i>		<i>Training Profile UTC</i>	