

JOB TITLE:	INTERNAL COMMUNICATIONS AND MEDIA RELATIONS OFFICER	REFERENCE INDICATOR:	
DIVISION	MARKETING & CORPORATE RELATIONS	DEPARTMENT/ UNIT:	INTERNAL COMMUNICATIONS
JOB GRADE:		VERSION NO.:	MAR 2012

JOB OBJECTIVE(S)

- Ensure that UBA employees are engaged in driving business results by ensuring that they are well informed, highly motivated, share the UBA Vision, understand the evolving UBA culture and are aware of UBA's goals and achievements.

DUTIES & RESPONSIBILITIES

- Agree and deliver internal communications campaigns/plans for various business units and the Group;
- Establish, monitor and manage the infrastructure for Internal Communications within the company – newsletter, magazine, and all staff memos;
- Design/Source Information used in the production of the newsletter and ensure transmission every Friday to all staff group wide;
- Design/Source Information/manage the print process as well as the distribution of the Lion King magazine to all staff group wide on a quarterly basis;
- Manage the design process as well as print production of the UBA Corporate profile that is being handled by an agency
- Coordinate quarterly online chat with staff of the company either by the MD/CEO or a designated senior executive;
- Daily management of email communications to ALL STAFF etc by reviewing, amending (where necessary), seeking authorization for and transmitting emails to all staff;
- Ensure that all internal communication activities and messaging are fully aligned with external communication activities and messaging;
- Monitor compliance with internal communications policies, processes and practices;
- Management and day-to-day responsibility for Internal Communications unit;
- Ensure unit budgetary control;
- Promote company team building through the periodic Jogging-to-Bond;
- Design templates and distribute the to newsletters

KEY PERFORMANCE INDICATORS

- Release of online newsletter to all staff every Friday.
- Ensure that the Executive online chat takes place every quarter.
- Coordinating Jogging to Bond on periodic basis; and use UBA newsletter and intranet to keep new management/company initiatives on the front burner.
- Follow-up with staff to ensure compliance with and adoption of internal communications policies, processes and practices.

- Provide UBA staff with timely updates of developments within the UBA Group - Through transmission of ALLSTAFF e-mails, broadcast of breaking news.

KEY COMPETENCY REQUIREMENTS

Knowledge

- Managing in-house publications – magazines, newsletters, etc
- Strong technical knowledge, especially in the use of electronic media and the intranet;
- Commercial awareness and a sound understanding of business strategy, and the role that internal communications plays in delivering this;
- Knowledge of internal communications best practice.
- Experience in project management
- Highly developed writing, editing and proof-reading skills;
- Excellent written and oral communication skills

Skill/Competencies

- Strong written and oral communication skills;
- Leadership skills;
- Financial discipline;
- Relationship Management – i.e., highly developed inter-personal skills and the ability to collaborate, challenge and deal comfortably with senior managers and others across a wide range of functions at all levels;
- The ability to extract the key messages from the business leaders, whilst thinking about the employee impact of such messages, and to devise strategies that communicate them and get the desired change in behaviour;
- Ability to manage a number of projects simultaneously to tight timescales and a proven track record of delivering success;
- A results-oriented, flexible can-do approach;
- Diplomatic with the antennae to manage organizational cultural sensitivities;
- Open, honest, a good team player, but someone who can manage himself/herself and who is accountable, and can be trusted;
- Attention to detail;
- Smart worker and cost conscious;
- Proactive and self starter;
- Ability to work under pressure and deliver on agreed timeline;
- Good team leader and team player as the case may be;
- Professionally firm and fair; and
- Passion to achieve continuous improvement and the highest level of customer satisfaction.

REPORTING RELATIONSHIPS

Functionally and Administratively reports to:
Head Marketing and Corporate Communication

Developed by: Head, Internal Comms	Approved by: GH, Corp. Comms.	Approved by: Director, Mkting & Corp. Relations
Name:	Name:	Name:
Date: March 2012	Date:	Date: