

Job description –Senior Internal Communications Officer

Proforest is seeking an experienced internal communications professional to help to transform our approach to internal communications and knowledge management. The ideal candidate will have a track record in delivering effective internal communications and knowledge management within a busy international organisation. A strong interest in social and environmental sustainability and experience of working with different cultures and backgrounds. Must be fluent in English; knowledge of a second language – especially Portuguese, Spanish, French, Bahasa Malaysia – an advantage

About Proforest

Proforest is a world leader in the responsible sourcing of forest and agricultural commodities, including timber, palm oil, sugar, cattle and cocoa. We help companies, governments and others to turn supply chain commitments – such as eliminating deforestation or child labour – into change on-the-ground. The Proforest group is a not-for-profit organisation with offices in the UK, Malaysia, Brazil, Colombia and Ghana.

About this role

Proforest has expanded rapidly in recent years. With a growing workforce based in 13 countries we now need to be more systematic in our approach to capturing, storing, sharing and using knowledge and information. We also wish to ensure that our internal communications channels meet the needs of our growing multinational team.

This is a newly-created position, which represents an exciting opportunity to shape the way Proforest communicates and learns internally. Based in Oxford, this role is part of a small and friendly communications team which provides support to technical colleagues around the world.

The right candidate will be someone with a strong track record in delivering effective internal communications and knowledge management. This is likely to encompass working with intranets, e-learning systems, email campaign software and document libraries. We are looking for someone with excellent written and verbal communications skills, experience of working with designers and translators and an organised and flexible approach.

Key responsibilities

Internal communications

- Develop and implement internal communications plans, gathering feedback and data to improve and refine internal communications channels, messaging and tools.
- Work with the operations manager and the communications manager to support the development of Proforest's SharePoint intranet.
- Work with technical staff to develop and improve internal sharing of information and learning on technical delivery.
- Manage internal communications channels, including SharePoint, staff updates, internal learning and exchange events, and tools such as WhatsApp and Yammer.
- Internal brand management, including supporting use of Microsoft Office templates.

- Be a point of contact and advice on internal comms to all colleagues.

Knowledge management and learning

- Audit Proforest's current approach to storing and sharing knowledge and information.
- Provide training and advice on a range of best practice tools and approaches to support knowledge transfer in a geographically dispersed team.
- Working closely with Proforest's technical team, support the development of online training courses using Moodle, webinars and other approaches.

Experience, competencies and qualities

- Degree level or equivalent qualification in a relevant discipline.
- At least four years' experience in an internal communications role.
- Excellent editorial skills – able to turn complex material into engaging content.
- Strong eye for design. Experience of using Photoshop and InDesign.
- Good digital skills and awareness of HTML.
- Experience of working with intranets – preferably SharePoint.
- Excellent project management skills.
- Experience of developing e-learning plans and content.
- Knowledge of how to develop and configure Microsoft Office templates

Contract type and reporting lines

- Permanent contract.
- Reports to: Communications Manager
- Staff reporting to this post: None

Location, hours, salary

- Location: Oxford, UK. Partial remote/home working can be discussed.
- Hours: full time.
- Travel: UK and international travel may be required from time to time.
- Salary: £32-37,000 dependent on experience
- Benefits: Proforest has a company pension scheme; details on request

To apply

Send your CV, a cover letter that describes in no more than two pages how you meet the requirements for this position and confirmation that you are already eligible to work in the UK to <mailto:personnel@proforest.net>

- Application deadline: 22 December 2017
- Shortlisted candidates will be contacted by 12 January 2017

Proforest is an equal opportunity employer.