



Senior Internal Communications and Change Officer

Salary: Band 10, £42,838 to £47,181 per annum

Hours: Full time, 37 hours per week

Contract: Secondment/fixed-term contract for up to 18 months due to funding

Politically Restricted Role

Portsmouth is a great waterfront city with a bright future. Our shared aim is to make Portsmouth a place that is fairer for everyone: a city where the council works together with thriving communities to put people at the heart of everything we do. We are committed to our values of respect, integrity, collaboration, inclusivity and being people focused. These values set out how we can contribute to the success of the council and our own success as individuals. We are ambitious, welcome new ideas, embrace new ways to communicate and engage with our people and are committed to making this a great place to work.

We are also working through a period of significant change, including Local Government Reorganisation and the increasing pace of digital transformation. These changes will shape how services are designed and delivered, making clear internal communications and effective change support more important than ever.

The postholder may be required to contribute to Local Government Reorganisation (LGR) activity, including supporting service transformation, collaboration with partner authorities, and transition planning as required.

What is the role?

You will lead internal communications and change activity that supports council priorities, brings our values to life, helps staff understand and respond to change, supports benefit realisation and minimises disruption to business-as-usual operations.

You will develop communications and change strategies for allocated services, programmes and transformation projects, ensuring activity is aligned with corporate priorities, agreed standards and the council's wider internal communications and change strategy.

You will use change management principles, insight and stakeholder engagement to understand risks, impacts and opportunities, and turn these into practical plans and activity.

You will create clear communications across a range of channels and use consultation, insight and evaluation to improve engagement and demonstrate impact.



You will use professional judgement to advise on sensitive, complex or high-profile issues, working within agreed corporate frameworks and approval processes.

The successful candidate will be a confident self-starter who can build effective working relationships with colleagues, senior leaders, managers, frontline staff and partners, and provide professional advice on internal communications and change.

The post holder will be part of the Corporate Services directorate, working closely with the centralised marketing and corporate communications function that also includes research and engagement, working with stakeholders across directorates, as well as with partner local authorities. The post holder will report to and work under the direction of the Internal Communications and Change Manager.

You will work on a hybrid basis, with a minimum of two days a week spent at the Civic Offices in the heart of Portsmouth city centre, and to attend in-person meetings to meet the needs of the business.

This post is politically restricted under the terms of the Local Government and Housing Act 1989.

Who is the person?

We are looking for a skilled internal communications and change professional with strong judgement, excellent communication skills and practical experience of supporting complex organisational change, along with the confidence and ability to support services and programmes at a senior level.

You will have:

- a degree or equivalent professional experience, supported by a recognised change management or communications qualification, such as APMG Change Management Practitioner or equivalent.
- significant experience of planning and delivering internal communications and change activity in a large or complex organisation.
- experience of developing communications strategies, campaigns or plans that support organisational priorities, transformation, culture change or behaviour change.
- ability to create clear, accessible and engaging communications using plain English, audience insight and storytelling, across a range of channels, including approaches for staff without regular access to email or digital tools.
- good digital skills and a willingness to embrace new technologies, including tools such as Microsoft Copilot, to improve the quality, efficiency and impact of communications and change activity.
- creativity, resilience and enthusiasm, with the ability to bring organisational priorities, values and change to life in ways that feel relevant and meaningful to staff.
- practical experience of applying change management approaches, such as stakeholder analysis, change impact assessments and benefits realisation.



- experience of using research, consultation, insight and evaluation to inform communications, improve engagement and demonstrate impact.
- strong written and verbal communication skills, with the ability to influence, persuade, negotiate and solve problems, including when working on sensitive, high-profile, emergency or crisis situations.
- confidence and credibility to work with people at all levels, including senior leaders, managers, frontline staff and partners.
- strong organisational and project management skills, with the ability to manage competing priorities, meet deadlines and maintain attention to detail.

Additional information:

If applying as a secondment you will need permission from your current line manager releasing you for this secondment. Please state you have this on your application form.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.

General Data Protection Regulation (GDPR)

Portsmouth City Council is the Data Controller of any personal information you provide when applying for a job. It will only be used in connection with the recruitment process and will not be kept for longer than necessary. For more detailed information you can access the Data Protection Privacy Notice on our careers portal.