
Job Description

Job Purpose Summary

As part of the Knowledge Systems Team the Intranet and Internal Communications Assistant (IICA) is responsible for assisting the Intranet and Internal Communications Lead in continually maintaining and improving KITE (AHMM's intranet) and coordinating internal communications across the business. The IICA will assist with developing KITE and internal communications in response to the practice's needs, and in alignment with the practice's business objectives along with the Knowledge Management and Information Technology strategies.

Overview

The IICA's responsibilities fall into two broad categories – 'Content' and 'Maintenance'.

'Content' focuses on the quality, consistency and value of the information communicated internally. The IICA will collaborate with the Intranet and Internal Communications Lead along with groups and stakeholders across the practice to develop, coordinate and schedule content across KITE and internal channels. It is important that the IICA keeps an eye on what information is being shared in other ways, for example by email, and to capture this information on KITE and in the weekly IIC newsletter. The IICA will need to proactively chase users to ensure pertinent information is uploaded onto KITE, either by the user or by the IICA themselves.

'Maintenance' deals more with the here and now, to ensure KITE is performing efficiently and staff are engaging in the site consistently. The IICA will also need to provide cover for other systems managed by the team and ad-hoc support.

As KITE is one of the many systems AHMM use, it will be imperative that the IICA works with the other system 'champions', and with the Knowledge Systems Team, to ensure that AHMM's systems as a whole work together to improve knowledge-sharing and information management within the business.

Key Responsibilities:

Content

- Upload and schedule intranet content, including articles, images and events. Proof and edit where necessary. Be alert to matters underway in the office, and proactively extract (and chase for) information which would be of benefit to the wider office if shared on KITE.
- Work with the Intranet and Internal Communications Lead and groups across the practice to develop and deliver internal communications that inform and engage different audiences across the business with key messages. Write email mailers, articles and assist with bulletins and newsletters.
- Prepare the weekly intranet and internal communications newsletter.
- Ensure written communication is tailored to different audiences and purposes. Ensure messaging and language is consistent and clear across internal channels and in line with external messaging.
- Create digital artwork, including links, article graphics, diagrams and documents, with support from in-house Graphic Designer. Ensure design and quality is consistent across the site.
- Assist with the curation of KITE pages, ensuring text, links, diagrams, documents are up to date, with consistent formatting.
- Update and edit new starter photographs.
- Curate the AHMM video library on YouTube. Upload, edit and publicise internal videos, and train contributors.
- Assist with preparing analytics and scheduling reviews with content owners to ensure content is kept relevant and up to date. Maintain KITE content governance document.
- Assist with video and podcast editing.

Maintenance

- Assist with resolving technical issues by liaising with employees, in-house IT support and external software vendor (SORCE).
- Provide support to the Intranet and Internal Communications Lead during upgrades or the delivery of development projects.
- Assist with content contributor training and new starter inductions, ensuring any training material is up to date.
- Provide cover for other systems managed by the Knowledge Systems Team during periods of absence. Generate New Project Requests (job numbers in Newforma). Respond to Newforma helpdesk tickets. Create Monthly Status Reports.
- Provide assistance with any other duties managed by the Knowledge Systems Team where required.

Other Responsibilities

- Assist with the development and maintenance of an internal communications content calendar.
- Support the Intranet and Internal Communications Lead with user research, including carrying out periodic usability testing, monthly site search testing, and assisting with the delivery of research workshops.