

Communications Specialist

Reports to: Communications Manager

The part I play at Bromford Flagship to enable people to thrive is:

To work closely with Senior Communications Business Partners and the Communications Manager to create and deliver engaging, accessible content across multiple internal and customer channels - including intranet, Viva Engage, websites, email, social media, live streams, podcasts, video, and offline media.

In addition to content creation and campaign support, I enhance platforms such as the intranet and Viva Engage to boost engagement and help maintain customer websites to ensure content remains current, relevant, and aligned with our brand.

I collaborate across teams to maintain consistency in messaging and assist in the delivery of internal and customer events. Drawing on strong writing skills and creativity, I contribute to a wide range of communications—from customer reports and emails to social media posts.

By building strong personal communication skills, I will help ensure clear, consistent and aligned communication across the organisation. I live Bromford Flagship's values and continuously improve our communications using insights from data and analytics.

My skills and experience include:

I'm passionate about delivering great customer experience. I have strong writing, editing, and proofreading skills, and a keen eye for design and detail. I create tailored content for diverse audiences across both digital and offline channels and thrive under pressure to meet tight deadlines.

Confident working with internal and external stakeholders, I have experience delivering effective campaigns and producing video content for internal comms and social media. I'm proficient with Microsoft applications and tools like Mailchimp.

I'm educated to GCSE level (or equivalent) and have relevant communications experience. I may also hold—or be working towards—a qualification in communications or marketing.

The skills I will develop include:

I'm committed to developing and refining my communications skills to effectively engage a large and dispersed employee base.

I will continue to expand my knowledge of digital communication platforms and rich media, while building my understanding of the housing sector and our wider business. Through presenting ideas and actively contributing to team discussions, I will build my confidence and support a team culture of creativity and collaboration.