

## **Job Advert: Internal Communications Manager (Volunteer)**

Heroes Help – Marketing & Communications Directorate

Location: Remote/Hybrid (Nigeria-wide)

Reports to: Director of Marketing & Communications

Type: Volunteer Position

### **Job Profile**

The Internal Communications Manager is a strategic and creative volunteer role within the Marketing & Communications Directorate at Heroes Help. The postholder will develop and deliver internal communication strategies that connect, engage, and inform staff, volunteers, and teams across the organisation. The role is responsible for delivering internal newsletters, CEO communications, and engagement campaigns. Working closely with the HR Directorate, the role supports internal change communication and ensures all internal messaging aligns with the charity's values and external brand identity. Ideal for a communications professional with strong interpersonal, writing, and coordination skills.

### **Key Accountabilities / Responsibilities**

- - Develop and deliver internal communication plans that enhance engagement and transparency.
- - Produce and distribute internal newsletters, CEO messages, and campaign updates.
- - Support the HR team in communicating organisational changes, policies, and engagement initiatives.
- - Ensure internal messages are consistent with Heroes Help's tone, values, and external communications.
- - Coordinate briefings, webinars, or internal forums to ensure two-way communication.
- - Create content for staff platforms, noticeboards, intranets, or volunteer updates.
- - Gather feedback and evaluate the effectiveness of internal communication tools and content.
- - Promote a positive organisational culture and reinforce shared purpose.

### **Competencies Required**

- Essential:
  - - Excellent interpersonal and written communication skills.
  - - Experience developing or delivering internal communication plans or campaigns.
  - - Ability to translate complex information into clear, engaging internal messages.
  - - Collaborative approach with an understanding of organisational culture.
- Desirable:
  - - Experience supporting HR, employee engagement, or change communication.
  - - Familiarity with communication platforms, intranets, or engagement tools.

- - Understanding of Armed Forces culture or volunteer-based organisations.

### Qualifications, Knowledge, Skills and Experience

Category	Essential	Desirable
Qualifications	Bachelor's degree or any qualifications in Communications, HR, Public Relations, or a related field	Postgraduate qualification or training in Internal Communications, Change Management, or Employee Engagement
Knowledge	Internal communication principles, organisational culture, and storytelling	Awareness of charity or Armed Forces sector communication contexts
Skills	Writing, editing, campaign coordination, feedback gathering	Intranet content management, webinar hosting, digital communication tools
Experience	Minimum 2 years in a communications, HR, or engagement role	Experience supporting communication during change, reorganisation, or staff development initiatives

### Benefits of Volunteering with Heroes Help

- - Strengthen the internal culture of a growing national charity.
- - Apply your communication skills to support connection and engagement.
- - Gain experience in employee engagement, organisational development, and HR collaboration.
- - Work flexibly and remotely while making a meaningful impact.
- - Receive a Certificate of Service and professional reference upon request.

To apply, please send your CV and cover letter to: [enquiry.heroeshelp@gmail.com](mailto:enquiry.heroeshelp@gmail.com)

Subject: Internal Communications Manager – Volunteer Application