

Job Description and Selection Criteria

Job title	Head of Communications
Division	Medical Sciences Division
Department	Radcliffe Department of Medicine
Location	John Radcliffe Hospital site, Oxford. It is expected that the majority of time will be spent on-site, although some working from home will be possible, to be agreed with the appointee.
Grade and salary	Grade 9: £52,815 - £61,198 per annum
Hours	Full time
Contract type	Permanent
Reporting to	Dr Jane Sherwood, Head of Administration and Finance
Vacancy reference	168785
Additional information	Interviews are anticipated to be held in early – mid December 2023. For further information about the position, please contact Dr Jane Sherwood (jane.sherwood@rdm.ox.ac.uk)

The role

The Radcliffe Department of Medicine (RDM) is a large, multi-disciplinary, multi-site department whose core mission is to improve health by understanding shared mechanisms of human disease. The RDM Head of Communications is responsible for the strategic oversight of internal and external communications. Reporting to the Head of Administration and Finance, and based with the RDM Strategic Team, you will undertake an audit of current and existing processes in order to lead and shape RDM's communications strategy. The strategy will aim to improve existing and establish new communications processes both internally and externally. It will strengthen information sharing and raise awareness of the goals and achievements of RDM across the Department, the Medical Sciences Division, the University and wider research communities, seeking to support the Head of Department's strategic vision for RDM with targeted and meaningful communications.



The Head of Communications for RDM will have an expert understanding of the Higher Education and science communications fields and you will be expected to understand the context and scope of the communications required by a large, multidisciplinary research-led medical sciences department. Translating and targeting messages to a wide variety of audiences will be key. You will identify and implement the use of contemporary communication tools and services, in order to further professionalise communications across the Department and its broad reach. As part of the role you will be responsible for all departmental communication tools and channels, ensuring content is timely, accurate, relevant and creatively executed. You will engage proactively internally and externally, to generate all forms of communication, and provide some oversight of, Public Engagement with Research (PER).

You will line manage the RDM Communications Team, with one team member under your direct line management and one under your matrix management (although this number may grow in future). Furthermore, you will establish a network of RDM staff whose roles incorporate some communications. You will induct any new communications staff and ensure their activities are in line with policy and best practice and maintain the Department's stature and reputational integrity.

You will work closely with senior departmental administrative staff and support staff within all five divisions across RDM, and define and deliver the operational support service needed to deliver the Department's communications strategy. Overall, you will contribute specialist advice, coordinating strategy planning, implementation and monitoring of the strategy you deliver. You will need to build strong working relationships and maintain collaborative partnerships with contacts within Medical Science Division (MSD) and with senior officers, particularly with the Public Affairs Directorate (PAD).

This is a challenging role requiring excellent skills in stakeholder engagement, strategic thinking, operational communications and networking. You will work largely independently, and will need to relate to staff at all levels, maintaining confidence, tact and diplomacy in complex situations.

Responsibilities

Strategic

1. Lead on development of, gain agreement to and deliver RDM's departmental communications strategy, taking in to account priorities, audience requirements, channels, timescales and resources.
2. Plan and deliver effective and timely departmental communications activity in line with this strategy. This will include writing and editing online materials (e.g. the internal and external sections of the RDM website) and researching and composing scientific communications.
3. Proactively engage, internally and externally, to generate all forms of communication, and provide some oversight of, Public Engagement with Research (PER).



4. Develop and deliver effective communications campaigns to promote areas of strategic importance including the delivery of RDM's Equality, Diversity and Inclusion (EDI) objectives, working closely with RDM's EDI Academic Lead and the EDI Facilitator as required.
5. Support the delivery of high-quality funding applications by writing and editing lay summaries and providing communications support to the Head of Strategic Research Development and individual researchers on major strategic grant applications.
6. Design and implement updated RDM branding (e.g. websites, logos, email signatures, document templates) and ensure the consistent use across all RDM divisions, taking in to account the overarching University branding guidelines.
7. With awareness of Division-wide policies in regard to digital technologies (e.g. web policy, social media guidelines, using e-newsletters etc.) and legislative compliance (e.g. Accessibility, GDPR, data protection), formulate a plan to monitor and implement these at departmental level and evaluate best practice with Medical Sciences Divisional colleagues.
8. Lead on high-profile communications for RDM, support RDM experts in engaging with the media e.g. (expert advice, coaching and presentations) and protect the Department and University from reputational damage by taking a central role in crisis communications and damage control.
9. Participate in Departmental or University committees, panels and groups as appropriate, representing the Department's strategic interests.
10. Be responsible for the evaluation of the communications strategy, channels and outputs including analysing results and implementing solutions, basing practice on collected evidence.

Line Management

11. Be responsible for the workload management and personal and professional development of the RDM Communications Officer, and matrix-manage other relevant communications staff in the Department.

Partnerships

12. Become a point of contact between RDM researchers and central/Divisional communications teams for all communication matters. Establish excellent working relationships with all parties including central PAD and the MSD Head of Communications to ensure efforts are coordinated to best support our research and administrative teams.
13. Work with Divisional and central colleagues to support community engagement activities as appropriate.
14. Participate in the Medical Sciences Division Communications Officers Network and Public Engagement Network; attending regular meetings, workshops and sharing best practice with others, and feeding back into the Department where applicable.



15. Build strong professional relationships with key communications stakeholders across the collegiate University to enable changes in current practice to be delivered that fully embrace RDM and its complex, broad and far-reaching research activity.
16. Ensure external communications activity is coordinated and streamlined to reflect Department strategies and aims whilst being fairly and accurately acknowledged in University communication outputs; work proactively to identify, plan and coordinate press work for media-relevant activities in the Department, in liaison with the University's Public Affairs Directorate.
17. As required, lead communications with the Department's strategic local, national and international collaborators, partners and projects e.g. leading on and writing press releases for the highest profile outputs as requested by the Head of Department.

Operational Communications

18. Support and advise senior management on the delivery of internal communications, including supporting the Head of Administration and Finance with initiatives to improve the sharing of information internally.
19. Manage communications to department-wide mailing lists in line with agreed strategies.
20. Be responsible for all departmental communications channels – website(s), Twitter/X, newsletters, image banks, LinkedIn etc. – and lead on their development and usage policies. Provide feedback to Divisional working groups on systems, external suppliers and partners e.g. currently Haiku for the website, Adestra for newsletters.
21. Deliver a modern, attractive and vibrant RDM web presence by acting as Editor-in-Chief for the Department's website, including identifying and producing engaging content such as news items.
22. Ensure that RDM has an active and prominent social media presence by overseeing RDM's social media channels and highlighting RDM content on University, Medical Sciences Division and NHS channels as appropriate.
23. Advise on and be a central contact point in the Department for matters relating to; embargos, filming agreements.
24. Establish and chair user groups/discussion groups as appropriate to facilitate effective communication.
25. Manage the budget for communications activity in the Department, with oversight from the RDM Finance Manager.
26. Provide leadership to communications personnel across the Department, providing guidance and training on departmental branding and strategy.
27. Oversee communication support roles ensuring coordination across the Department and effective levels of service delivery are maintained. Lead on developing both new and existing roles in the Department by providing guidance and training as required and input into personal development plans.
28. Be aware of, advise and help the wider Department in hiring of any further communication roles. Induct all new departmental communication and public engagement staff, ensuring



they have a clear understanding of all departmental and university-wide communication policy and processes. Monitor for compliance.

29. Participate in and support the public engagement and widening access activities of the Department and the University. This is anticipated to be not more than 2 days per year.
30. Undertake mandatory training as required by the University, Division and Department. The specific list of training courses may change from time-to-time, in response to both legal and internal University requirements.

Selection criteria

Essential

1. Honours degree in a relevant subject, with a strong academic record
2. Demonstrated continued professional development in communications, marketing or public relations throughout career
3. Significant, relevant and first-hand experience in a communications role in a scientific setting; including public relations, media management and outreach
4. Significant and demonstrated ability to conceive, implement and evaluate both creative and successful communication strategies in a large and complex organisation with multiple stakeholder groups
5. Experience of initiating, managing and delivering long-term projects effectively.
6. Excellent written skills with the ability to develop high-quality, accurate and consistent communications materials, including about scientific matters, both internally and externally e.g. website stories, lay summaries
7. Excellent oral communication including presentation skills with significant evidence of training and developing others to present professionally. Experience of working with a broad range of audiences
8. Excellent interpersonal skills, including diplomacy, confidentiality and the ability to inspire the confidence of senior academic and professional colleagues in the Department and Division
9. Significant demonstrable experience in managing a website and website design, producing effective web content and working with web content management systems
10. Demonstrable experience of managing and using social networks (especially Twitter/X and LinkedIn) for strategic organisational communications.
11. Must be a self-directed strategic thinker with the capacity to problem-solve, take initiative, set priorities, and exercise good judgment and deliver clear messages, in an organised and professional manner
12. Demonstrable ability to assimilate complex information quickly and make it accessible to a wider audience through a variety of communications channels
13. Highly self-motivated, capable of working independently as well as initiating collaborations and working as part of a team



Desirable

1. Undergraduate or higher degree in the medical sciences
2. Further qualification in Science Communication
3. Professional qualification in communication, marketing or public relations
4. Evidence of previous successful managerial/supervisory experience
5. Experience of public engagement work

Probation

The successful applicant will be given a permanent contract, subject to completion of a satisfactory one-year probationary period if they are appointed from outside the University of Oxford.

Pre-employment screening

Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven't done so already) we will contact the referees you have nominated. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Please read the candidate notes on the University's pre-employment screening procedures at: <https://www.jobs.ox.ac.uk/pre-employment-checks>

Additional security pre-employment checks

This job includes duties that will require additional security pre-employment checks.

- University security screening (eg identity checks)

About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities and we rank first in the UK for university

spin-outs, and in recent years we have spun out 15-20 new companies every year. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information, please visit www.ox.ac.uk/about/organisation.

Radcliffe Department of Medicine (RDM)

The Radcliffe Department of Medicine (RDM) within the Medical Sciences Division is one of the largest departments in the University of Oxford. Headed by Professor Keith Channon, RDM is a multi-disciplinary department which aims to tackle some of the world's biggest health challenges by integrating innovative basic biology with cutting edge clinical research. The Department was formed in 2012 and comprises:

- The Division of Cardiovascular Medicine (CVM)
- The Investigative Medicine Division (IMD)
- The Nuffield Division of Clinical Laboratory Sciences (NDCLS)
- The Oxford Centre for Diabetes, Endocrinology and Metabolism (OCDEM)
- The majority of research groups from the MRC Weatherall Institute of Molecular Medicine (WIMM)

The Department has internationally renowned programmes in a range of areas, including cardiovascular sciences, diabetes and endocrinology, immunology, haematology and pathology. Our work is underpinned by excellence in molecular medicine, stem cell biology, genomics and clinical laboratory science.

The Department employs in the region of 650 staff, has around 150 postgraduate research students and has an annual turnover of around £70m.

RDM supports a culture that is inclusive and supportive of all members, including those with caring responsibilities and those who work flexibly for other reasons. We are proud to be a [family friendly department](#), and are committed to creating a working environment that offers opportunities for working parents/carers to achieve their professional goals and develop their careers without having a detrimental effect on family life. To support this, we have a range of family friendly policies and practices including maternity, paternity and adoption leave, shared parental leave and unpaid parental leave, flexible/part-time working and scheduling meetings within core hours (9.30 a.m. - 2.30 p.m.). Many of our staff work flexibly, with arrangements managed informally or formally.

The University of Oxford is a member of the Athena SWAN Charter and holds an institutional Silver Athena SWAN award. RDM holds a departmental Silver Athena SWAN award in recognition of our efforts to introduce organisational and cultural practices that promote gender equality in SET to create a better working environment for both men and women



For more information on the Department please visit: www.rdm.ox.ac.uk

The Medical Sciences Division

The Medical Sciences Division is an internationally recognized centre of excellence for biomedical and clinical research and teaching. We are the largest academic division in the University of Oxford.

World-leading programmes, housed in state-of-the-art facilities, cover the full range of scientific endeavour from the molecule to the population. With our NHS partners we also foster the highest possible standards in patient care.

For more information please visit: <http://www.medsci.ox.ac.uk>

How to apply

Applications are made through our online recruitment portal. Information about how to apply is available on our Jobs website <https://www.jobs.ox.ac.uk/how-to-apply>.

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

As part of your application you will be asked to provide details of two referees and indicate whether we can contact them now.

You will be asked to upload a CV and a supporting statement. The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants)

Please upload all documents as **PDF files** with your name and the document type in the filename.

All applications must be received by **midday** UK time on the closing date stated in the online advertisement.

Information for priority candidates

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing department(s).

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments).

If you need help

Application FAQs, including technical troubleshooting advice is available at:

<https://staff.web.ox.ac.uk/recruitment-support-faqs>

Non-technical questions about this job should be addressed to the recruiting department directly.

To return to the online application at any stage, please go to: www.recruit.ox.ac.uk.

Please note that you will receive an automated email from our online recruitment portal to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

Important information for candidates

Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at: <https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy>. The University's Policy on Data Protection is available at: <https://compliance.admin.ox.ac.uk/data-protection-policy>.

The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for very senior research posts at **grade RSIV/D35 and clinical equivalents E62 and E82**, which with effect from 1 October 2023 is 30 September before the 70th birthday. The justification for this is explained at: <https://hr.admin.ox.ac.uk/the-ejra>.

For **existing** employees on these grades, any employment beyond the retirement age is subject to approval through the procedures: <https://hr.admin.ox.ac.uk/the-ejra>.

There is no normal or fixed age at which staff in posts at other grades have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

Equality of opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Benefits of working at the University

Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, travel discounts, and a variety of professional development opportunities. Our range of other employee benefits and discounts also includes free entry to the Botanic Gardens and University colleges, and discounts at University museums. See <https://hr.admin.ox.ac.uk/staff-benefits>

University Club and sports facilities

Membership of the University Club is free for all University staff. The University Club offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See www.club.ox.ac.uk and <https://www.sport.ox.ac.uk/>.

Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service website includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See <https://welcome.ox.ac.uk/>

There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependents. See <https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme>

Family-friendly benefits

With one of the most generous family leave schemes in the Higher Education sector, and a range of flexible working options, Oxford aims to be a family-friendly employer. We also subscribe to the Work+Family Space, a service that provides practical advice and support for employees who have caring responsibilities. The service offers a free telephone advice line, and the ability to book emergency back-up care for children, adult dependents and elderly relatives. See <https://hr.admin.ox.ac.uk/my-family-care>

The University has excellent childcare services, including five University nurseries as well as University-supported places at many other private nurseries.

For full details, including how to apply and the costs, see <https://childcare.admin.ox.ac.uk/>

Disabled staff

We are committed to supporting members of staff with disabilities or long-term health conditions. For further details, including information about how to make contact, in confidence, with the University's Staff Disability Advisor, see <https://edu.admin.ox.ac.uk/disability-support>



Staff networks

The University has a number of staff networks including the Oxford Research Staff Society, BME staff network, LGBT+ staff network and a disabled staff network. You can find more information at <https://edu.admin.ox.ac.uk/networks>

The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is an organisation run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See www.newcomers.ox.ac.uk.

