

ROLE PROFILE

Job Title: Communications Manager

Location: London, UK

Reports to: Group Head of Internal Communications

Team: Marketing & Communications

Summary of the Role's Main Purpose

The Internal Communications Manager ensures that business-critical messages are delivered clearly, consistently and inclusively across the organisation. Through partnership with leaders and project teams, the role supports strategic initiatives, change management and event coordination. The wider team's contribution involves fostering engagement, driving understanding of key business priorities and championing a culture of openness and inclusivity. Outputs include effective communication plans, impactful campaigns and events that both align with business goals and enhance organisational cohesion.

Principal Accountabilities

- **Developing and implementing communication plans** to ensure business goals are clearly understood and achieved across the organisation.
- **Managing and optimising communication channels** to deliver messages efficiently and evaluate their impact.
- **Partnering with leaders and project teams** to craft and deliver strategic, change-focused, and initiative-related communications that drive engagement and understanding.
- **Planning and executing campaigns and events** to support company priorities, including DEI initiatives, launches, and organisational changes, ensuring maximum participation and impact.
- **Using data and feedback** to continuously improve communication methods and channels, enhancing effectiveness and reach.
- **Championing inclusivity and brand consistency** in all communications to foster a supportive, cohesive, and representative organisational culture.

Core Areas of Knowledge, Skills & Experience

Essential

- Demonstrable experience (minimum 5 years) in internal communications or a related communications role, ideally within a fast-paced environment, to deliver strategic messaging and support organisational change.
- Proven ability to develop and implement communication plans that align with business objectives and drive engagement.



- Strong written and verbal communication skills, including the ability to simplify complex information and craft compelling narratives for diverse audiences.
- Experience in managing and coordinating events to support business priorities and enhance employee engagement.
- Proficiency in digital communication tools and platforms, with a willingness to leverage AI and broadcasting technologies for improved reach and efficiency.
- Effective stakeholder management and collaboration skills, enabling productive partnerships with leaders and project teams.
- High emotional intelligence, active listening, and influencing skills to foster inclusivity and support organisational culture.
- Commitment to continuous professional development and openness to learning new approaches.

Desirable

- Relevant qualifications or formal training in communications.
- Experience working in partnership with internal communications management (ICM).
- Advanced skills in creative writing and campaign planning.

Special Job Requirements

- Occasional travel to SEGRO offices and sites.
- Willingness to work outside normal hours during events.

Date of completion: October 2025

At SEGRO we want all of our people to be able to reach their full potential and thrive and we are committed to creating an inclusive environment for all employees, where everyone can be themselves, have access to fulfilling careers and opportunities, and feel supported.