



Job Title	Internal Communications Officer	Job Description Date	August 2026
Department/Team	Development, Marketing & Communications	Reports to	Communications and PR Manager
Context			
Founded in 1682, the Royal Hospital Chelsea is a unique retirement community for around 300 Army veterans, known as the Chelsea Pensioners, drawn from every corner of the United Kingdom. Located in the heart of London, it is a remarkable place defined by community, service, and a proud military heritage. Working at the Royal Hospital Chelsea means being part of a close-knit, values-driven community where staff work collaboratively, support one another, and make a meaningful difference every day. We are looking for individuals who contribute to a welcoming and inclusive environment and lead by example with kindness, integrity, and professionalism. The RHC Way underpins how we work, guiding our behaviours and reflecting our commitment to caring for Chelsea Pensioners, colleagues, and the wider community, while striving for excellence and honouring our heritage. Built around <i>Compassionate Approach</i>, <i>Community Spirit</i>, and <i>Courageous Engagement</i>, it shapes how we treat others with dignity and respect, work together, and take responsibility with initiative and purpose in everything we do.			
Role Purpose			
To lead and deliver effective internal communications that engage staff, support organisational priorities and embed the Royal Hospital Chelsea's values and culture. The role will develop clear, consistent and inclusive messaging across staff and Chelsea Pensioner communications, strengthening understanding, collaboration and connection across the organisation.			
Principal Accountabilities			
• Work closely with senior leaders including Chief Executive Officer and HR Director to deliver a clear, 'fundraising-first' narrative through internal communications. • Promote regular staff 'pulse' surveys to understand staff engagement levels, supporting action planning for implementing improvements and changes from Executive Board level. • Drive the adoption of staff initiatives to support onboarding, appraisals, values and ways of working, embedding these initiatives into the culture of the Royal Hospital Chelsea. • Develop and deliver effective internal communications plans for the Royal Hospital Chelsea to support overarching organisational objectives. • Work closely with all teams across the Royal Hospital to develop best practice for internal communications work that increases staff engagement and sharing of information. • Evaluate activity to inform future development, marketing opportunities and to increase the Royal Hospital's understanding of key audiences, providing performance reports to the AD Marcomms and Executive Board.			



- Provide advice to colleagues across the organisation on internal communications planning, audiences, channels and messaging to ensure the most effective approaches.
- Support the strategic planning process with annual internal communications to ensure everyone is clear in our direction for the period ahead.
- Utilise existing research and findings to lead on Chelsea Pensioner comms – ensuring that communication is two-way, considered, and consistent with staff communication and aligns to their needs and preferences.

Behavioral & Leadership expectations

You will demonstrate the RHC Way in how you lead and support others day to day. You will lead with empathy, fairness and discretion, encourage collaboration and inclusion within your team, and help maintain high standards through clear communication, constructive feedback and a calm, solution-focused approach.

Skills, Knowledge and Experience

- Ability to network across the organisation with key stakeholders, able to champion new organisational values and internal brand
- Experience of managing cultural change processes within an organisation
- Ability to evaluate and monitor progress via a series of online and offline metrics
- Project management experience
- Educated to degree level or equivalent, or comparable internal communications experience
- Proven experience of working in a busy team and delivering tangible results
- Demonstrable creative and strategic approach to internal communications problem solving
- Skilled writer with the ability to produce compelling copy that is tailored to the needs of staff and service users
- Excellent people skills and the ability to forge strong working relationships, including service users, staff and stakeholders
- Experience of leading the delivery of a staff Intranet, including planning and curating content
- Highly organised and able to use own initiative to work effectively on multiple projects without close supervision, setting goals in line with pre-agreed strategic aims
- Ability to work calmly under pressure
- Both self-motivated and a team player, willing to work out of hours when needed to support the communications function

All RHC employees are expected to be flexible in undertaking the duties and responsibilities for their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility.