

TRINITY LABAN

Internal Communications Manager

Full-time, permanent

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Internal Communications Manager

Contract: Full-time, permanent

Salary: £43,103- £50,368p.a. (Including LWA)

We are seeking an exceptional Internal Communications manager to drive and maintain the success of the Trinity Laban, strengthening institutional alignment and belonging by delivering clear, inclusive communications that support staff and students in their daily journey. Trinity Laban is striving to achieve excellence beyond tradition, creating a home for performing artists in which boundaries are pushed, collaborations are key, and artistic pioneers are made. We are a world-leading home for students from non-traditional backgrounds with a programme of activity that reaches out to all sections of society, centring the performing arts as a force for cultural and social progress.

The Internal Communications Manager will be responsible for developing and implementing an internal communications plan that reflects institutional values and priorities, while coordinating messaging across teaching, wellbeing, digital, and professional services teams to ensure clarity and consistency. They will lead communication initiatives that support the National Student Survey (NSS), the Teaching Excellence Framework (TEF), and broader student experience enhancement, designing and delivering inclusive, accessible communications tailored to both on-campus and online student communities. In addition, the role will support the creation of student-facing hubs and "one-stop shop" models to simplify access to services and information, while establishing effective feedback loops and reporting mechanisms that amplify student voice, close data gaps, and inform continuous improvement.

You'll have a flair for project management and enjoy managing and delivering multiple complex projects at any time. Working to tight deadlines won't phase you, you'll be motivated by collaboration and relationship-building. You will be passionate about connecting people to purpose, ensuring that every student and staff member feels seen, heard, and included through transparent and accessible messaging. They will care deeply about elevating the student experience, not just by supporting initiatives like the NSS and TEF, but by championing authentic student voice and turning feedback into meaningful change. Their drive will come from a commitment to strategic storytelling that bridges teaching, wellbeing, digital, and professional services, while innovating with inclusive digital platforms and "one-stop shop" models that simplify the student journey. At the heart of their passion is a belief that communications are not simply informational, but transformational—building belonging, trust, and alignment across the institution

As an equal opportunity employer, we positively encourage applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.

Please note all applications submitted will be shortlisted anonymously by our recruiting panel, so please ensure that your name and personal details are not included to your supporting statement, otherwise we will not be able to consider your application.

Closing Date: 23:59 hours BST, Sunday 25th January 2026 (No Agencies)

Interview Date: Thursday 5th February 2026

For any queries about this position that are not covered in the job pack, please email Katerina Filosofopoulou, Talent Resourcing and Organisational Development Officer on: staffrecruitment@trinitylaban.ac.uk

TRINITY LABAN

All of our taught programmes are validated by Trinity Laban Conservatoire of Music and Dance. Research degrees are validated by City, University of London. Trinity Laban Conservatoire of Music and Dance is a company limited by guarantee registered in England and Wales Company No. 51090. Registered Charity No. 309998.

Job Description

Post:	Internal Communications Manager
Department:	Brand and Communications
Reporting to:	Head of Brand and Communications
Grade:	Grade 7
Contract:	Full-time, permanent

PURPOSE OF ROLE:

The Internal Communications Manager will be responsible for developing and implementing an internal communications plan that reflects institutional values and priorities, while coordinating messaging across teaching, wellbeing, digital, and professional services teams to ensure clarity and consistency. They will lead communication initiatives that support the National Student Survey (NSS), the Teaching Excellence Framework (TEF), and broader student experience enhancement, designing and delivering inclusive, accessible communications tailored to both on-campus and online student communities. In addition, the role will support the creation of student-facing hubs and “one-stop shop” models to simplify access to services and information, while establishing effective feedback loops and reporting mechanisms that amplify student voice, close data gaps, and inform continuous improvement.

You'll have a flair for project management and enjoy managing and delivering multiple complex projects at any time. Working to tight deadlines won't phase you, you'll be motivated by collaboration and relationship-building. You will be passionate about connecting people to purpose, ensuring that every student and staff member feels seen, heard, and included through transparent and accessible messaging. They will care deeply about elevating the student experience, not just by supporting initiatives like the NSS and TEF, but by championing authentic student voice and turning feedback into meaningful change. Their drive will come from a commitment to strategic storytelling that bridges teaching, wellbeing, digital, and professional services, while innovating with inclusive digital platforms and “one-stop shop” models that simplify the student journey. At the heart of their passion is a belief that communications are not simply informational, but transformational—building belonging, trust, and alignment across the institution

Main duties

Strategy

- *Support the Head of Brand and Communications and Deputy Director (Teaching, Learning and Experience) in developing and implementing TL's strategies to achieve organisational strategic and recruitment goals*
- *Lead on a user-centred, data-driven approach to the conservatoire's internal communications activities, with a focus on improving success measures and building excellent relationships with colleagues to deliver the best possible experience for Trinity Laban's staff and students*

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- *Develop and implement an internal communications plan that is strategically aligned with institutional values and priorities, ensuring that messaging supports long-term goals, reinforces organisational culture, and strengthens engagement across staff and students.*
- *Coordinate and harmonise messaging across diverse teams including teaching, wellbeing, digital, and professional services, acting as a central point of alignment to ensure clarity, consistency, and resonance in all communications.*
- *Lead communication initiatives for major institutional priorities such as the National Student Survey (NSS), Teaching Excellence Framework (TEF), and wider student experience enhancement projects, ensuring campaigns are timely, impactful, and student-centred.*
- *Design and deliver inclusive, accessible communications that meet the needs of both on-campus and online student communities, using clear language, varied formats, and digital platforms to maximise reach and engagement.*
- *Support the development of student-facing hubs and “one-stop shop” models that streamline access to information and services, contributing to a more coherent and user-friendly student journey.*
- *Establish and maintain effective feedback loops and reporting mechanisms to surface authentic student voice, close data gaps, and provide actionable insights that inform continuous improvement and institutional decision-making.*

Other Duties

- *Alongside colleagues in Brand and Communications, act as a brand guardian, not compromising on the quality of design and message*
- *Keep up to date with the latest communication development standards, and assist on cross-departmental projects for Trinity Laban’s online and digital offerings*
- *Review digital communication channels and platforms of Trinity Laban’s competitors and peer group in the creative arts and education sectors.*
- *Act as a centre of excellence, identify digital trends and opportunities and advise Trinity Laban’s Brand and Communications team on best practices in internal communications aligned to the brand*
- *Act as a lead point and digital advocate, working with colleagues to understand business requirements and offer advice, guidance and knowledge*
- *Liaise with colleagues and external agencies to continually monitor and drive continuous improvement*

The Postholder must:

- *Be available to work evenings and weekends as necessary to attend events and performances*
- *Be available for regional or overseas travel from time to time*
- *At all times be committed to Trinity Laban’s Equality and Diversity Policy.*

Offers of Employment

All provisional offers of employment are subject to proof of eligibility to work in the UK, verification of qualifications and satisfactory references.

If you are unsure of your right to work in the UK, you can use the GOV.UK visa checking tool to establish your eligibility and options relating to visas.

Please be aware that all visa routes have their own eligibility criteria and not all roles/applicants would be eligible for sponsorship under the Skilled Worker route.

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Referees

References will not normally be taken up unless a provisional offer of employment is made. All offers of employment are subject to the receipt of satisfactory references covering current or most recent employment and the past three years of work.

Conservatoire Values:

All staff are expected to operate in line with Trinity Laban's Terms and Conditions for staff, which set out the principles of how we work together. More information about the Conservatoire's vision, mission and values is available at <https://www.trinitylaban.ac.uk/about-us/>.

All members of staff are required to be professional, co-operative and flexible in line with the needs of the Conservatoire.

Trinity Laban has a no smoking policy on its premises.

INTERNAL COMMUNICATIONS MANAGER

Person Specification

Criteria	Specification	E/D	Measured By
<i>Education / Qualifications</i>	<i>Educated to at least Bachelor's (BA) degree-level or with equivalent work experience</i>	<i>Essential</i>	<i>Application</i>
<i>Experience</i>	<i>At least 5 years' experience working within communication/internal communications in a similar or related role</i>	<i>Essential</i>	<i>Application</i>
	<i>An excellent understanding of the practices and developments in internal communications in a higher education environment or other relevant experience</i>	<i>Essential</i>	<i>Interview</i>
	<i>Proven success managing communication focused projects</i>	<i>Essential</i>	<i>Interview</i>
<i>Knowledge / Understanding</i>	<i>A practiced understanding of best practice across a range of communications tools</i>	<i>Essential</i>	<i>Application/Interview</i>
	<i>A passion for arts and culture</i>	<i>Desirable</i>	<i>Interview</i>
<i>Skills and Abilities</i>	<i>Able to manage complex medium- and long-term projects and stakeholders alongside busy day-to-day task load</i>	<i>Essential</i>	<i>Interview</i>
	<i>Strong accuracy and attention-to-detail</i>	<i>Essential</i>	<i>Application</i>
<i>Personal Qualities</i>	<i>Conscientious, collaborative and focussed on building strong professional relationships</i>	<i>Essential</i>	<i>Interview</i>

Please note, that it will not be possible for the Conservatoire to issue a Certificate of Sponsorship for successful candidates as we are awaiting further information from UK Visas and Immigration. Applicants will therefore need to be eligible to work in the UK or have limited leave to remain in the UK and associated right to work for the duration of their employment with the Conservatoire, in accordance with the Immigration, Asylum and Nationality Act 2006.

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Conditions of Service Summary & Staff Benefits

Contract:

Full-time, permanent, subject to a 6-month probationary period.

Hours:

35 hours per week, usually from 9.00 am to 5.00 pm Monday to Friday, (with a daily lunch break of one hour). Some evening and weekend working will be required during busy periods, for which time off in lieu will be given.

Location:

You will be based across the Conservatoire at the King Charles Court, Old Royal Naval College, Blackheath Halls (Lee Road, London) and Laban building, Creekside.

Salary:

Trinity Laban Staff Salary Scale, Grade 7, Incremental Points 30 – 36, £43,103- £50,368 p.a., inclusive of a London Weighting Allowance of £4,319 p.a. Salaries are paid on the last working day of each month direct into bank or building society accounts.

Holidays:

25 days, in addition to Statutory, Bank and Public Holidays

Sick Pay:

Trinity Laban operates the Statutory Sick Pay Scheme, and staff may be eligible for benefits in excess of this under Trinity Laban's own sick pay scheme.

Pension Scheme:

The successful candidate will be auto enrolled into the Universities Superannuation Scheme, if they meet the qualifying criteria. Employees contribute at the rate of 6.1% of their pensionable salary. The Conservatoire pays the Employer's contribution currently at the rate of 14.5% of pensionable salary.

Staff**Development:**

A range of Staff Development opportunities are available.

Library:

The Laban Library & Archive and the Jerwood Library of the Performing Arts are available for use.

Car Parking:

A limited number of parking spaces are available at the Old Royal Naval College and the Laban Building, subject to availability.

Cafeteria:

Our Cafeterias/Licensed Bars at both sites serve a range of hot and cold drinks and snacks.

Events:

There is a wide range of music and dance performances each week, many of which are free to members of staff.

Classes:

Free weekly staff Pilates class as well as reduced rates and access to Adult Classes.

Eye Care:

Vouchers for eye tests are available for VDU users.

Health:

Reduced rates for Health services and access to the Cash 4 Health plan. Details are available from the Health Department.

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Cycle to Work: A cycle to work scheme is operated

Give as you earn: A give as you earn scheme is operated.

Information on Trinity Laban

Trinity Laban Conservatoire of Music and Dance is the UK's only conservatoire of music and contemporary dance. The unequalled expertise and experience of its staff, and its world-class facilities housed in landmark buildings, put Trinity Laban at the forefront of vocational training in music, musical theatre, and dance.

Our history goes back to 1872 with the founding of Trinity College of Music in London. Trinity College of Music merged with Laban (founded in 1946) in 2005 to create Trinity Laban, now home to a creative and cosmopolitan community of students, teachers and researchers from around the globe.

We have a reputation for innovation and forward-thinking and are focused on training students for life-long careers in our art forms. Each year we welcome over 1,000 students from over 60 countries to follow undergraduate, postgraduate and research programmes. Thousands more people enjoy music, dance and health activities as part of our lively performance and outreach programmes.

Our unrivalled roster of teaching staff includes respected academics, performers, composers and choreographers. Many of them are active researchers who push at the boundaries of their art forms and extend our understanding of artistic and educational practice. We also welcome leading visiting artists, ensembles and companies from around the world, so our students benefit from working directly with today's top performers.

We work in a number of outstanding locations, including the 17th-century Old Royal Naval College at Greenwich (a World Heritage Site), the Stirling Prize-winning Laban Building in Deptford, and the magnificent Grade II listed Blackheath Halls. Our world-class facilities include state-of-the-art practice rooms and dance studios, flexible performance spaces and internationally famous libraries. Students also have access to the cultural wealth of London and regularly perform at its leading venues. To find out more, visit www.trinitylaban.ac.uk