

*The Neighbourhood Group (TNG) is a multi-service agency that includes Central Neighbourhood House, Neighbourhood Link Support Services and St. Stephen's Community House*

## JOB OPPORTUNITY

**Job# TNG2024-123**

<b>POSITION TITLE:</b> Internal Communications Officer	
<b>DEPARTMENT:</b> Philanthropy & Communications	<b>STATUS:</b> Regular Full-time, CUPE 7797
<b># HRS / WEEK:</b> 35	<b>CONTRACT DATES:</b> n/a
<b>REPORT TO:</b> Vice President, Philanthropy & Communications	<b>HOURLY RATE:</b> \$31.93
<b>EXTERNAL CLOSING DATE:</b> Posted until filled	

**GENERAL DESCRIPTION:** As a member of the communications team, this position develops and implements an internal communications strategy and plan to ensure all staff has access to a wide range of clear and effective communications. This position works closely with the CEO and HR Departments to deliver all internal agency communications and employee engagement activities for TNGCS. This position reports to VP, Philanthropy & Communications and is part of **CUPE Local 7797**.

### MAJOR DUTIES:

- Develop an internal communications strategy and plan ensuring a wide range of communications, with an understanding of the varied and diverse needs of all staff groups;
- Ensure staff are kept up-to-date on important news and can share information and raise concerns;
- Employ a wide range of communication tools including monthly newsletters (print and electronic), weekly email updates and briefings, blogs, videos, staff meetings, town halls, etc. Plan, write content, and edit these communication materials;
- Draft messages, speeches, scripts and presentations for senior executives for dissemination to employees;
- Organize and manage internal staff meetings, staff trainings, staff tours, staff orientation activities, and staff recognition events at all our locations. Provide support and staffing to the Social Committee
- Manage the development and maintenance of our Sharepoint collaborative online platform and work with colleagues across the organization to create content;
- Liaise closely with CEO, Executive Assistant, and Human Resources team on key communications and deliverables;
- Provide advice and guidance to staff on the use of organizational corporate branding and identity;
- Gather stories from across the organization for publication on multiple channels including the website, social media;
- Consult with staff to gain their views on internal communications and their suggestions for improvements. Use staff feedback to recommend and implement new initiatives to improve internal communications. Conduct annual engagement/ internal communications survey of staff and management at all locations;

### REQUIREMENTS & QUALIFICATIONS:

- University degree or Community College diploma in Marketing, Communications, Public Relations or Adult Education
- Minimum five years' relevant work experience in marketing or communications in a non-profit organization, or combined equivalent of education and experience
- Demonstrated organizational abilities to work effectively independently as well as a member of a team. Demonstrated ability to work with all levels of staff and management.
- Superior verbal, written and visual communication and presentation skills in English.
- Familiarity with the creative development process and drafting of creative briefing documents, and ability to evaluate and critique creative copywriting and graphic design.
- Excellent understanding of marketing strategies and tactics and demonstrated ability to define new audiences and build communities of support.
- Advanced knowledge of, and the ability to fully utilize, computerized systems including MS Office, SharePoint, online business applications, and social media. Knowledge of design software such as Adobe InDesign and Photoshop is an asset.
- Multicultural competence and ability to work in a multicultural/multiracial environment. Ability to communicate very well with a range of different people;
- Fluency in a second language of neighbourhood newcomer demographics (for example in Taylor-Massey Oakridge-Bengali, Urdu, Farsi, Tamil, Pashto) and the ability to translate resources and interpret presentations required.

**To apply, submit your resume with "TNG2024-123" in the subject line of your email to: [careers@tngcs.org](mailto:careers@tngcs.org)**

TNG is committed to reflecting the communities we serve and to nurturing a respectful and inclusive work environment for all. We encourage qualified applicants of all ages, races, colours, ethnic origins, religions, abilities, gender identities, gender expression and sexual orientations to apply. Candidates invited for an interview are encouraged to inform Human Resources in confidence of their accommodation requirement