

Job Profile

Head of Corporate Communications

Department	Membership & Strategic Engagement
Location	Solihull
Reports to	Director of Membership and Strategic Engagement
Hours	<p>The role is contracted at 37 hours per week. Due to the nature of corporate communications, public affairs and media activity, there will be occasions where work is required outside standard business hours to support time sensitive communications.</p> <p>Any requirement to work outside normal hours will be planned, where possible, and balanced by flexibility at other times to support wellbeing, fairness and sustainable performance.</p>
Contract	Permanent
Constraints (travel/ base/ working patterns etc)	Based from the office, you are required to attend our office for a minimum of 2 days per week and as required by the Company, for the proper performance of your duties or for specific meetings, events or training.
Salary	£65k plus bonus eligibility, contributory pension, life assurance and further benefits
Date	May 2026

About us

At Energy & Utility Skills Group, our work matters.

Across energy, water, and waste, the UK faces a defining decade for workforce capability. The scale of infrastructure investment, decarbonisation, and the requirement for safe and resilient services depend on having the right skills, in the right place, at the right time.

We exist to ensure industry has the safe, skilled, competent, and future ready people it needs to deliver. As the trusted partner of industry, training providers, regulators, and governments, we operate at the point where policy, delivery, and assurance meet.

This is a period of significant ambition and change for our Group. We are strengthening our influence, modernising how we operate, and raising expectations of pace, quality, and impact. We are looking for people who want responsibility, who are motivated by purpose, and who want their work to contribute to outcomes that matter nationally.

If you are driven by delivery, curiosity, and the opportunity to shape the future workforce of the UK, we would welcome your application.

Find out more about our Group [here](#).

Our Values

Together, credible and making a positive difference underpin all that we do. They are not just words on a wall.

Together: We are stronger together; by collaborating internally and externally we consistently deliver success as one high performance team.

Credible: Through a proactive approach and curiosity, we are specialists who combine ambition, innovation and impact. We are trusted by members, industry, customers, partners, governments and citizens.

Making A Positive Difference: Complementing our specialisms is our commitment to deliver and continuously improve. Ours is a great place to work, we individually and collectively play a pivotal role in delivering skills for the UK's future.

About the role

Working across our industries in an influential role, the Head of Corporate Communications, will be responsible for shaping and managing our public affairs and communications priorities. Your public affairs and sector insights, partner intelligence and other evidence will critically inform our strategy, positioning Energy & Utility Skills as the influential thought leader in the skills area.

This is an exciting and influential role that allows you to take full ownership of public affairs activities including building and maintaining partner relationships across our engagement with governments, parliaments and assemblies.

You will lead on corporate communications, setting strategies as well as planning and delivery. You will work directly with the Group and EEA Senior Leadership Teams, advising on issues such as, brand and tone of voice, crisis communications and business continuity communications.

You will also play a key role in supporting staff engagement, wellbeing and inclusion, ensuring we amplify our position as an employer of choice both internally and externally.

About you

To succeed in this role, you will be a senior manager adept at both strategic and operational delivery of all aspects of corporate communications. You will be collaborative, organised and driven in your approach and have a track record of building and maintaining effective partner relationships at all levels.

You will have extensive experience in a public affairs and/or external affairs role within skills or regulated qualifications/assessment with an excellent understanding of the policy landscape.

A clear communicator, you will have excellent written communications skills and be able to present and undertake public speaking with ease and credibility. You will be able to make a positive impression on others and influence key partners at a senior level. You will be effective at managing multiple programmes of work and delivering at a high tempo against milestones.

You will be digitally confident and curious, with clear examples of where digital capabilities have improved project delivery, efficiency or customer experience. You will be experienced in CRM data stewardship, including data hygiene and adherence to data policies.

Job Description

Role Specific Responsibilities

The key responsibilities of the Head of Corporate Communications include:

Public Affairs

- Develop and manage our public affairs priorities, assuring the company's position as the Industry Skills Body for the energy and utilities sector.
- Lead on the company's political conference planning and attendance.
- Develop and manage the company's positioning and responses to key skills and sector policy at national, devolved, regional and combined mayoral authority levels, ensuring consistency of messages.
- Monitor and influence legislation, regulations, and public policy, keeping colleagues and members informed of developments. Understand emerging opportunities and risks, supporting the Group and EEA Senior Leadership Teams through the provision of appropriate analysis and insight.
- Respond to social, political, or regulatory challenges. Manage and oversee the production of timely policy briefings to deliver expert content across a range of formats to internal and external partners.
- Consult across our members and the EUSP and the wider sector to develop policy positions on a range of issues with energy, utility and skills.
- Manage consultation responses and policy responses, working closely with colleagues across Strategic Engagement and Research & Insight, members and key partners.
- Build an effective network of contacts and forums across the sector and partners to support delivery of our Industry Skills Body voice priorities (e.g. roundtables, forums etc)
- Produce compelling and politically attuned op-eds, reports and briefings to leverage our position and support our members.
- Generate ideas for events/identify key events to attend, working with relevant colleagues to plan, deliver and manage these. Support event briefings and speaking notes as appropriate.
- Represent the business at key events and conferences.

Corporate and Internal Communications

- Develop and implement the company's communications strategy, both external and internal, including tone of voice and thought leadership, speaking opportunities and media engagement.

- Work closely with the Marketing team on content plans and delivery, advising on corporate style and leading on news and media coverage. Set the standards for corporate communications and our tone of voice.
- Act as a strategic adviser to the Group and EEA SLTs on a range of issues, such as crisis communications, business continuity communications, risk management and staff engagement.
- The Head of Corporate Communications owns the organisation's internal communications narrative. This includes setting the intent, sequencing and meaning of internal messages, ensuring colleagues understand strategic priorities, trade-offs and decisions, and that internal communications reinforce credibility, focus and confidence across the organisation.
- Effectively manage employee communications ensuring we amplify our position as an employer of choice, playing a key role in supporting our colleague engagement, wellbeing and inclusion programmes.

Network Groups Delivery

- Deliver the Skills Strategy outputs assigned to each network group led.
- Set the strategic plans for and manage two of the company's network groups: the Skills and Learning Policy Forum, and the new Communications and Promotion Group, working with and advising the chairs.
- Manage the delivery and reporting of supporting projects, working closely with the Project Management Team to ensure effective delivery on time and to budget.
- Provide timely reporting and tracking of all activity through CRM.

Additional Responsibilities

- Line management of team members.
- Use CRM (Microsoft Dynamics) in line with company policy to manage contact data and relationships.
- Harness Artificial Intelligence and maximise all productivity gains and growth potential.
- Any communication that is politically sensitive, reputationally significant, or risks disagreement with government, regulators, members or partners must be escalated by the Head of Corporate Communications directly to the Group Chief Executive for judgement and sign off, regardless of reporting line. This includes both internal and external communications where tone, timing or positioning could materially affect trust, credibility or relationships.
- Demonstrate alignment with the organisation's values through a collaborative approach, professionalism, and a clear focus on quality and impact.

- Commitment to continuous learning, taking ownership for personal and professional improvement and contribute positively to the culture and performance of the team.
- Ensure compliance with Energy & Utility Skills data protection policies and processes.
- Take reasonable care of your own health and safety and that of others in the workplace.

Person Specification

Specification	Essential	Desirable
Experience		
Demonstrable track record of building and maintaining effective partner relationships up to and including senior levels across government, education/skills and industry.	✓	
Extensive experience in a policy and/or external affairs role preferably within skills and/or regulated qualifications/assessment with clear understanding of national and devolved skills policies.	✓	
Experience of convening strategic groups to share key information and/or gain customer/partner input.	✓	
Experience of managing internal and external communications, including the effective delivery of strategic communications programmes.	✓	
Knowledge of and experience of using IT to report/ track and present data including effective use of Microsoft Office.	✓	
Line and performance management of team members.	✓	
Familiarity and experience of working with MS Dynamics and AI tools (e.g. ChatGPT, Copilot).		✓
Understanding of the energy and utilities sector and the workforce/skills issues affecting it.		✓
Competencies & Skills:		
Relating and Networking: excel at establishing good relationships with customers and colleagues; highly collaborative and able to build wide and effective networks and contacts internally and externally, relates well to people at all levels, manages conflict, listens and is self-aware; adept at landing key messages.	✓	
Presenting and communicating information: able to speak and write clearly and succinctly, writes convincingly across a range of communications channels, presents and undertakes public speaking with skill and confidence, responds quickly to audience needs and projects credibility	✓	

<p>Delivering results and meeting customer expectations: focuses on customer needs, sets high quality standards, works in a systematic way and consistently achieves objectives set.</p>	✓	
<p>Persuading and Influencing: able to make a positive personal impression on others, gain clear agreement and commitment from others by persuading and negotiating, promotes ideas on behalf of self and others</p>	✓	
<p>Planning & Organising: Sets clearly defined objectives; plans activities and projects well in advance and takes account of possible changing circumstances; manages time effectively; identifies and organises resources needed to accomplish tasks; monitors performance against deadlines and milestones.</p>	✓	