

Head of Communications

Idox Group, Corporate Services

Home/Hybrid working, UK

About the role

Idox is recruiting for a Head of Communications to join the Corporate Services team, supporting our software business, headquartered in the UK with an international reach. Idox is an AIM listed company. Please follow the link for further information: [About us - Idox \(idoxgroup.com\)](https://www.idoxgroup.com)

We are looking for a Communications professional with experience in forming and leading a communications strategy, able to channel tailored communications to external and internal audiences. At Idox you will be responsible for developing practical and effective corporate communications to promote the Idox brand, products, and services through creating and managing content for all internal and external communications. You'll also be working closely with members of our board and our senior leadership team (SLT) and be working in an integrated way with our digital and product marketing teams.

We would welcome applications from professionals with a blend of corporate and PR agency experience, with a particular talent for engaging special interest groups and important influencers, inside Idox and out.

Even for the most experienced person, Idox will provide a career development plan and a healthy work – life balance in return for your commitment. This is a high profile role, so we are looking for someone confident in their skills and experience, well networked, and able to publicise the thought leadership of Idox subject matter experts.

Key responsibilities:

CORE OPERATIONS

- Develop and implement a comprehensive communications strategy that aligns with the company's overall business objectives and is fully integrated with the overarching sales and marketing strategy
- Budget management and prioritisation
- Liaise with the Group Sales Director on Brand Management
- Lead business units content strategy to include proactive public relations, social media, thought leadership, white papers and other communication and PR activities
- Build internal capability to reduce reliance on outside agencies
- Oversee the quality and tone of all our content, harmonising our messaging, give Idox a voice as a cohesive whole
- Ensure that Idox external messaging is on-brand and aligned to our target audiences
- Design a programme of work to engage existing and potential customer groups within public and private sector, Government and policy think-tanks
- Programme of work: balancing Idox corporate requirements with Divisional workflow and demand
- Work closely with Business Unit marketing leads and divisional heads to identify and leverage positive stories and build volume of available, meaningful content and tools to publish.

- Consider Idox brand management and how this should relate to this role and Group communications activities
- Streamline plans to be as clear as possible and straightforward to execute.

INVESTOR RELATIONS

- Manage Idox investor relations team, enabling them to sustain a positive long-term reputation with shareholders and the market, ensure high quality content for announcements and regulatory affairs
- Leverage authoritative points of view across relevant topics, including company results, Environmental Social and Governance topics (ESG), and mergers and acquisitions (M&A)
- Manage crisis communication activity (if any) and mitigate any risk to the company's reputation with a timely response, working to our Chief Legal and Corporate Officer and our Head of Legal services.

CORPORATE COMMUNICATIONS (INTERNAL)

- Initiate comprehensive internal communications plan that engages employees and informs on company news, events, and initiatives, in the right way at the right time
- Educate internal stakeholders to facilitate effective corporate messaging and listening – reinforcing Idox vision, culture, purpose and values, and those of our customers.
- Coach senior leadership, divisional leads, marketing, sales, HR and employee networks, so that all align with the company's overall strategy and brand
- Encourage Idox subject matter experts to build profiles internally and externally, and seek opportunities to speak, engage and influence thinking; build public recognition
- Provide useful content, channels for knowledge transfer, tools and agreed wording for consistency and sensitivity, engage subject matter experts inside and outside the business
- Contribute ideas and content to change, culture and learning initiatives and recruitment communications
- Drive post-merger communication activities to help with welcome and integration of new colleagues and event-related communications to customer audiences.

COMMUNICATIONS PERFORMANCE

- Monitor and analyse industry trends, providing insights and recommendations to the SLT
- Track and report on our communications work using metrics such as media coverage, website traffic, social media engagement, stakeholder satisfaction, and employee engagement
- Regularly evaluate and adjust the strategy based on these metrics and other feedback
- Manage external communications and PR agencies, drive media relations to provide value to Idox
- Liaise with digital marketing, measure impact of new initiatives and upskill colleagues to an optimum level across the Marketing team.

To be successful, you should bring:

- Demonstrable experience working on PR and communications campaigns, with clear results
- Experience of working around frameworks and influencers in the Public Sector
- Ability to set out policies and programmes
- An understanding of how software and related services can improve the effectiveness of Public Sector and other organisations
- A consultative approach, able to influence others to support our goals
- An ability to form strong and mutually beneficial business relationships, and facilitate positive media exposure
- Evidence of continuous professional development in the communications field
- Confidence in content creation and copy writing – able to show examples of work

- Good general knowledge of UK and international business landscape
- Aptitude for technology and hands-on experience with marketing and communications automation tools, such as Pardot and Salesforce.

About Idox

Our specialist software solutions power the performance of government and industry, driving productivity and a better experience for everyone. Built around the user and designed in collaboration with experts who have worked through every detail of every process from end-to-end, our hard-working process engines deliver exceptional functionality and embed workflows that drive efficiency and best practice with a long-term focus for regulated environments.

Through the automation of tasks, the simplification of complex operations, finding scalability as operations evolve, and more effective management of information, we help our customers harness the power of Digital, so they can do more.

We employ around 600 staff in the UK and worldwide, including Europe, North America and Asia, so some travel to meet colleagues may be required.

Our Values



Dynamism

We shape our future



Responsibility

We are accountable for our actions



Integrity

We do the right thing



Valued

We value each other



Excellence

We set the benchmark for quality

DRIVE

The core values taking us forward

Our Culture

We are ambitious in working together to promote a more inclusive environment, which attracts all candidates and signals our commitment to celebrate and promote diversity. Idox is a company where we can all be ourselves and succeed on merit, where we respect all our employees, customers and communities in which we live, work and are a part of.

We recruit and reward employees based on capability and performance – regardless of race, gender, sexual orientation, gender identity or expression, lifestyle, age, educational background, national origin, religion or physical ability. Each office location worldwide, is free to respond to local needs to create a

culturally sensitive workplace for everyone. In doing so, we want every employee to feel our commitment to showing respect for all and encouraging open collaboration and communication.

Our Benefits



Flex to Fit

We recognise that for individuals, the opportunity to work flexibly can enable them to achieve a better work-life balance along with a greater sense of responsibility, ownership and control of their working life. During the pandemic, all our employees successfully transitioned to remote working and we are open to conversations on work patterns to suit our employees needs such as change to working times; part time working; term time working; 9-day fortnight. We are proud to be a flexible employer enabling effective hybrid working for our employees.



Family Friendly

We understand how important family is to our employee and provide support through difficult times such as bereavement as well as offering excellent pay and leave benefits for parents and carers welcoming a child.



Health & Wellbeing

Our Workplace Wellbeing team provide support and resources on mental health and lifestyle. We also provide 24/7 confidential help via our employee assistance programme.



Be Heard

You will have the chance to impact change within Idox by having your voice heard via our CEO live broadcasts; making suggestions to Idox Voice forum or sharing your ideas in our company newsletter, Inside Idox.



Community

You will have the opportunity to participate in community and social activities, as well as group wide fundraising ventures. We prioritise sustainability and ethical impact on our communities and we pledge to allow our employees to carry out volunteer work.



Your Development

Our mentor scheme will help you to achieve personal and professional growth through learning from experienced colleagues and you will also have access to online and face to face learning modules including our Leadership Development Programme.



Financial Security

We offer full company sick pay plus income protection for long term illness and our life assurance cover is provided up to four times annual salary. Our Pension Scheme operates on a Salary Exchange Contribution Basis so you will receive relief from NI contributions.

You are also invited to join our Idox Xtra Share Scheme where every share bought will receive an extra one free from the company.

How to apply

Please submit a CV, and a short cover letter (*maximum 500 words - including salary expectation, and current remuneration*) explaining why you feel you would be suited to this role to **join.us@idoxgroup.com**

Please note successful applicants will need to satisfy the BPSS guidelines (Baseline Personnel Security Standards) which consist of the receipt of satisfactory references covering the last 3 years of employment; an identity check; verification of eligibility to work in the UK; and a Basic Disclosure Check. This is in order to help us make safer recruitment decisions.

Privacy notice

As part of the recruitment process, we will collect data about you in a variety of ways including the information you would normally include in a CV or a job application cover letter, or notes made by our recruiting officers during a recruitment interview.

Please read our Recruitment Data Privacy Policy here: <https://www.idoxgroup.com/policies>