

# *Position Description*

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| **Position Title:** | Senior Internal Communications Lead | | **Current as of**: | | 04/2021 |
| **Division:** *(select)* | Executive  Finance  Financial Controls  Business Operations | Enterprise Risk Management  Internal Audit  Information Technology  Legal & Administration | **Department:**  Corp Comm + Planning | | |
| **Reports to:** | SeniorDirector of Communications | | | | |
| **HR USE ONLY Position Job Function:** *(select)* | CEO  Manager  Executive  Senior Manager  Individual Contributor  Professional | | **FLSA:** *(select)* | Non-Exempt  Exempt | |

**Purpose:**

FHLBank Indianapolis is looking for an experienced customer-service-oriented communicator: a problem-solver that can work with customers to understand their communications goals and then recommend and deliver the right solution to meet their needs. The Senior Internal Communications Lead provides the communications employees need to be successful, informed, and engaged team members relating to the bank’s business and operational priorities and results. This role promotes and publicizes essential information about the bank’s Human Resources, DE&I initiatives, voluntary employee committees, and internal events. Supports the bank’s external-facing recruitment and vendor communications; and reinforces the bank’s “One Bank, One Team” culture and related Guiding Principles. The best candidate for this role is a collaborator with the expertise and temperament to help employees become self-sufficient communicators, and an organized multi-tasker: a natural project manager with a love of process, efficiency, and accuracy.

The following statements are intended to describe the general nature and level of work being performed by persons assigned to the job. They are not intended to be an exhaustive list of all responsibilities or abilities required of persons so classified. The Bank reserves the right to alter or amend this description at any time.

**Primary Responsibilities:**

* Oversee the bank’s employee newsletter and other internal communications vehicles
* Develop messaging and partner with our graphic designer to develop communications collateral, including brochures, publications, advertisements, and other materials as needed
* Create an internal communications editorial calendar providing transparency to customers, the Senior Communications Director, and senior leadership
* Support the communications requirements of the President and CEO as needed
* Develop reports and analytics that track internal communications performance and recommend opportunities
* Manage the bank’s SharePoint intranet homepage and work with others as needed on their SharePoint pages.
* Review internal communications and recommend solutions; ensure that content owners approve content; recommend legal reviews as needed
* Manage the bank’s LinkedIn page and feed

**Other Responsibilities:**

* General editing and proofreading as needed
* Ensure style consistency in bank communications
* Direct work performed by outside vendors
* Oversee internal photography needs, including employee onboarding photography and documenting internal events
* Perform backfill duties for the Business Communications Lead as needed, including, but not limited to disseminating news via newswire service and creating and/or approving content for the bank’s public and secure websites
* Represent Corporate Communications as needed on bank committees.
* Represent the Bank in FHLBank System Communications Officers meetings as needed
* Additional duties as assigned

**Competencies:**

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| **Business** | **General** | | **People** |
| Job Knowledge | Planning – Project Management | | Listening Skills |
| Customer Focus | Personal Organization | | Interpersonal Skills |
| Organizational Savvy | Productivity | | Teamwork |
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**Position Requirements:**

*Technical qualifications/skills:*

* Internal or HR communications experience, including a portfolio of samples
* Four-year college degree, preferably in human resources, communications, or business administration
* Demonstrable capabilities in copy editing and proofreading
* Demonstrable capabilities in PowerPoint
* Experience with Microsoft SharePoint Online and Constant Contact preferred
* Experience with Sprout Social or other social media management tools preferred
* Ability to travel as necessary
* Ability to work full time
* Ability to uphold and model the bank’s guiding principles.

*Other expectations:*

* Strong customer service orientation
* Multi-tasking and project management skills are critical
* Independent problem-solving and trouble-shooting
* Action orientated, takes initiative, and a decision-maker
* Agile and able to effectively manage change

Approved: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Manager

Reviewed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee