

Job Description – Communications Manager

Location: Hybrid – London-based with flexible working arrangements
Contract Type: Permanent / Full Time
Salary: £50-65K depending on skills & experience

About Future Energy Networks (FEN)

FEN represents those in the energy industry seeking to understand and enact the changes needed to deliver the energy networks of the future. FEN's current members include the owner and operator of the GB gas transmission network, National Gas, and the four Gas Distribution Networks (GDNs) – Cadent Gas, Northern Gas Networks, SGN and Wales & West Utilities.

There has never been a more exciting time to be in the energy sector. The new government is looking to rapidly evolve the energy system to meet their ambitious 2030 timeline for decarbonising the power sector and the longer-term Net Zero imperative. A role at FEN will put you at the very centre of this change, working at a small, but growing, fast-paced and dynamic organisation having a major impact on the direction of the sector.

We support our member companies to coordinate the effective management of today's gas networks while transitioning towards the energy networks of the future. We are a focal point for our members, coordinating on their behalf with the wider industry and ensuring they are represented effectively as a collective with their key stakeholders, the public and the media.

Role Overview

FEN will lead on national crisis communications activity for the gas networks, so you will have experience of crisis communications from planning through to delivery in a complex sector involving multiple stakeholders. Working with FEN's Head of Communications you will help design and deliver a new crisis communications process, ensuring seamless operation with wider industry, regulatory and Government bodies and stakeholders.

As a Communications Manager, you will be an experienced communications specialist with a background in crisis communications, media relations and content creation.

You will be comfortable handling media enquiries and dealing with journalists in pressurised situations with tight deadlines. You will frequently work with the communications leads at the gas networks to draft and coordinate media responses and lines to take.

You will plan, write and deliver effective content (e.g. Press Releases, Op-Eds) and create other communications assets in support of FEN's strategy and aligned with the needs of Britain's gas networks. You will also have a working knowledge of digital communications best practice and an ability to deliver campaigns across a range of digital platforms.

Key Responsibilities

Crisis Communications:

- Work with the Head of Communications to develop and implement a new national crisis communication process on behalf of the gas networks.
- Serve as a key point of contact for media and stakeholder inquiries during crisis situations.
- Prepare and disseminate timely and accurate information to media, the public and other stakeholders.
- Conduct post-crisis evaluations and recommend improvements.

Media Relations:

- Work with GDNs to draft core collateral incl. LTT/media statements, press releases, Op-Eds, articles.
- Build and maintain relationships with key media contacts.
- Develop and own a FEN Comms 'bible' with lines-to-take and proof points across a range of industry issues to enable rapid response and rebuttal to media enquiries.
- Run the FEN press office, handle media enquiries and provide an out of hours press service.
- Work with snr communications stakeholders from member companies and key industry organisations/Government departments (E.g. DESNZ, NESO, Ofgem)
- Monitor media coverage and provide analysis.

Content Creation:

- Develop compelling content to promote the gas networks and engage key stakeholders through various mediums such as copy, email, photography, video, social media, illustrations, and infographics.
- Ensure all collateral, the website and social media channels support our crisis communications response.

Collaboration and Coordination:

- Manage/work closely with an external communications agency to coordinate the creation of collateral and campaigns.
- Run a communications planning diary, monitor key upcoming issues, and coordinate fortnightly GDN coordination calls.
- Serve as the dedicated lead for FEN's website and social media channels

Qualifications and Skills

- Proven experience in strategic communications, media relations, and campaign delivery.
- Expertise in writing and creating compelling content for key audiences.
- Excellent written and verbal communication skills.
- Ability to work collaboratively with internal and external stakeholders.
- Strong organisational and project management skills.
- Experience of digital communications including delivering campaigns across digital platforms and optimising using analytics.