

## **Job Description - Head of Communications**

**Location:** Hybrid – London-based with flexible working arrangements  
**Contract Type:** Permanent / Full Time  
**Salary:** £85-100k 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**

The Head of Communications will lead FEN's communications function with responsibility for the creation and delivery of its communication strategy.

Crucially, as FEN will lead on national crisis communications activity for the gas networks, you will design and deliver a new crisis communications process and protocols, ensuring seamless operation with wider industry, regulatory and Government bodies and stakeholders.

With extensive media relations experience and skills, you will run the press office, handle press enquiries and build relationships with key journalists.

You will also be a spokesperson for FEN, comfortable providing print media quotes, broadcast radio and TV interviews and taking part in conference panel events.

You will line manage permanent and interim members of the communications team and coordinate agency support to ensure the voice of gas networks is heard in key national policy debates.

## Key Responsibilities

### Crisis Communications:

- Design and deliver a new national crisis communications process for the gas networks and ensure seamless operation with wider industry, regulatory and Government bodies and stakeholders.
- Lead on national crisis and incident communications management including coordinating responses and actions with gas networks.

### Media & Stakeholder Relations:

- Provide quotes and interviews for print/online media.
- Act as FEN spokesperson for broadcast radio and TV media.
- Build and maintain relationships with key industry and energy journalists and provide journalist briefings as appropriate.
- Oversee FEN's press/media operations - run an effective press office, handle media enquiries and ensure an out of hours press service.
- Work closely and effectively with senior communications and strategy stakeholders from member companies and key industry organisations/Government departments (Eg. DESNZ, NESO, Ofgem)

### Strategic Communications:

- Responsibility for the creation and delivery of FEN's communication strategy.
- Coordinate 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 a communications planning diary, monitor key upcoming issues, and coordinate fortnightly GDN coordination calls.
- Coordinate wider GDN campaigns (e.g., joint VCMA, gas theft campaigns).

### Management:

- Line manage the 'Communications Manager' and any interim members of the communications team
- Brief and manage a strategic communications agency for day-to-day media support and industry campaigns.

### Content Expertise:

- Craft compelling narratives to showcase FEN and Britain's gas networks through various mediums such as copy, email, photography, video, illustrations, and infographics.
- Collaborate closely with GDN comms leads to develop comprehensive content plans to enhance reach and influence of gas networks.
- Shape and execute the website development roadmap and web content plans.
- Oversee and contribute to the creation of top-tier content for the website and other digital platforms.
- Take ownership of FEN's social media and channel management strategy
- Spearhead the improvement of Key Performance Indicators (KPIs) using digital analytics and reporting. Provide recommendations to enhance engagement and reach.

## Qualifications, Skills & Experience

- Degree or equivalent experience, with a proven track record in a senior communications role managing a high-performing team.
- Demonstrable experience in managing crisis communications and handling issues effectively.
- Ability to operate and influence in complex pan-industry environments at a senior level, keeping a calm head in crisis situations and directing team members and stakeholders with authority.
- Proven ability to influence and build strategic working relationships with senior manager, colleagues, and third-party stakeholders.
- Strong understanding of the energy sector or similar industries.
- Strong writing skills with the ability to distil complex information into engaging and accessible materials including press releases, blogs and Op-Eds. Demonstrates strong analytical, oral, and written communication skills.
- Ability to act as spokesperson for FEN, with experience of providing broadcast media and print/online interviews.
- Proven experience in delivering successful campaigns.
- Capable of thinking both strategically and operationally, ensuring high-quality day-to-day delivery while defining and leading future direction.
- Strong organisational and interpersonal skills, with the ability to motivate and lead others effectively.
- Proven ability to think ahead, engage proactively, and take initiative.
- Capable of achieving results in a fast-paced and dynamic environment, often working to short deadlines.
- Skilled in using social media and content creation to advance reputational goals and respond to crisis situations.
- Excellent interpersonal and team working skills.