

# Director of Internal Communications

**Department:** Brand & Communications

**Organizational Relationship:** Reports to Chief Communications Officer

**FLSA Status:** Exempt

**Last Updated:** September 12, 2023

## **General Summary:**

The global Director of Internal Communications is an experienced, motivated corporate communications professional with extensive experience leading B2B / professional services internal communications and employee engagement programs. As a member of the Brand & Communications leadership team, the global Director of Internal Communications has substantial experience advising senior executives and leadership teams on a wide range of executive-level messaging, strategic campaigns, change management communications, and employee engagement initiatives. The candidate has a proven track record counseling senior management on a wide range of issues and managing the execution of the firm's suite of internal corporate communications channels, programs, and systems.

The global Director of Internal Communications is both a strategic and trusted advisor and an experienced manager and mentor. The Director will act as an effective communications advisor on strategic priorities, issues management, and channel strategy, serving as a creative thought partner to leadership teams, administrative departments, human resources and other stakeholders to ensure a cohesive firmwide internal communications strategy.

As a senior member of the Brand & Communications Department, the Director leads the firm's internal communications group and works closely with other vertical teams including Public Relations, Editorial Services, Digital Media, and Creative Services, as well as other departments such as Business Development, Human Capital & Talent Management, Well-Being & Benefits, Technology, and Accounting & Finance, among others.

The global Director of Internal Communications also develops and supervises their team by performing a multitude of responsibilities, including but not limited to strategy development, hiring, mentoring, assignment, training, and evaluation.

## **Essential Duties and Responsibilities**

"Essential duties" are those that an individual must be able to perform with or without reasonable accommodation.

1. Establishes, leads, and executes the firm's internal communications strategies in support of the firm's employee engagement objectives, culture of transparency and business goals

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2. Amplifies office, department, practice and industry group priorities, firmwide Committee communications campaigns, and strategic organizational initiatives
3. Counsels senior leadership teams on strategic communications plans, change management communications, and executive writing support, including handling the internal communications response to issues which affect employee engagement and reputation
4. Works closely with Chief Communications Officer (CCO) to develop bespoke internal communications campaigns for global department, practice and industry group initiatives to support cross-selling and other business priorities
5. Acts as a strong team builder, project manager, and creative thought partner with significant experience leading a dispersed team
6. Works collaboratively with cross-functional teams and to connect the dots and synthesize complex information
7. Plans, edits and writes content for a variety of internal communications channels, including leadership presentations, firmwide newsletters, key messages / scripts, speeches, among other work product
8. Storyboards and translates ideas for the creative services team of art directors and designers and the video production team
9. Serves as a core member of event planning teams for a variety of firm meetings and global department, practice and industry group retreats, among other opportunities
10. Works closely with CCO to help establish brand voice and tone, ensuring consistency of messaging and engagement spanning business or firmwide programs and strategic initiatives
11. Acts as a thought partner with the firm's Public Relations team to align messaging across internal and external audiences
12. Collaborates with firm leaders and administrative department heads, establishes and tracks metrics that help measure impact and efficacy of campaigns, internal launches, compliance, internal communications and employee engagement strategies, and organizational priorities
13. Promotes effective work practices, works as a team member, and shows respect for co-workers

### Position Specifications

#### *Education*

- Bachelor's degree in Communications, Business Administration, or related field required

#### *Work Experience*

- A minimum of 15 years' experience developing strategic global corporate communications programming in support of employee engagement, business priorities, culture, and a track record of delivering solid, measurable results

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### *Knowledge, Skills, and Abilities*

- Excellent writing and communication skills, with experience managing a suite of internal communications channels, including the intranet, mobile apps, internal social media channels, and other emerging communication and collaboration technologies
- Knowledge of core internal communications, change management and employee engagement strategies
- Excellent leadership skills (i.e., organizing, planning, problem-solving and decision-making) necessary for effective management
- Well-developed and professional interpersonal skills; ability to interact effectively with people at all organizational levels of the firm
- Excellent communication skills, both written and oral
- Ability to work in a team environment with a customer-service focus
- Organization skills needed to manage time well, prioritize effectively, and handle multiple deadlines
- Excellent language skills including reading, grammar, spelling, and vocabulary to ensure proper and efficient writing
- Ability to perceive and analyze problems, and a capacity to make or recommend sound decisions
- Ability to handle confidential and sensitive information with the appropriate discretion
- Strong analytical skills needed for all primary duties of position, including comprehending and communicating data
- Ability to undertake large, long-term projects, develop alternative methods to complete them, and implement solutions
- Advanced knowledge of PC applications, including the entire suite of MS Office applications (Microsoft Word, Excel and PowerPoint)

### *Physical Demands*

- Extensive time using a computer including use of a PC keyboard and mouse or similar data input devices is required

### *Working Conditions*

All Latham & Watkins positions are in a typical indoor office environment.

The statements contained in this position description are not necessarily all-inclusive; additional duties may be assigned and requirements may vary from time to time, and from location to location.