



Internal Communications Manager Candidate Pack



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Your journey starts here...



English National Opera exists for everyone, creating new experiences with opera that inspires, nurtures creativity and makes a difference. Our vision is for lives changed through opera.

We take a fresh inspiring approach to opera to reflect the diversity of our culture.

We believe that opera is a living art form able to connect to people from all parts of our society. We collaborate with a range of artists and art forms as part of our commitment to the future of the art form. We sing in English, as we believe it enhances the emotional connection between performers and audiences.

We encourage creativity throughout the company and our commitment to the future of opera provides a platform to develop outstanding careers.



We are a world-class national company recognised internationally for the standard of our work. We nurture talent across the entire company including a platform for young singers to start and then develop global careers.

We connect to audiences through inspiring, accessible, world-class opera and stimulating, creative participation programmes.

We create our productions for the widest possible audiences and aim to introduce completely new audiences to the magic of opera whether at the London Coliseum, outside of our theatrical home or internationally.

We make our productions accessible by offering a large proportion of tickets at affordable prices, and through our attendance schemes.



We work with a wide range of visiting companies to generate essential revenue and welcome new audiences to share the experience of our theatre.

English National Opera is founded on the belief that opera of the highest quality should be accessible to anyone.



Internal Communications Manager

SUMMARY

The Internal Communications Manager plays a pivotal role in shaping how ENO connects with its people. You will ensure staff receive regular, clear and engaging information which reflects and celebrates our shared purpose and builds understanding of how our workforce contributes and aligns with ENO's vision, mission, values and behaviours, especially as the organisation continues to evolve the way it works.

ENO is made up of a wide and diverse community of people working both as staff and freelancers across artistic, technical, production, creative, administrative and participation roles. Managed by ENO, the London Coliseum also operates as a major West End venue, so internal communications support colleagues across artistic, commercial and visitor facing activity. Our teams work across different sites and in varied patterns, so communication must be accessible, inclusive and easy for everyone to engage with.

Building on a successful season and bold artistic achievement, ENO is entering an exciting new chapter. As we expand our work in Manchester and deliver our five-year plan, this role offers a powerful opportunity to bring our people with us, uniting the organisation behind a shared sense of direction, ambition and possibility.

Reports to

Head of Communications

Dotted line to

Chief People Officer

Salary

£40-45,000 per annum

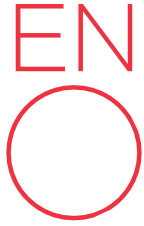
Location

London Coliseum and Greater Manchester, Hybrid

Hours

35 hours per week

We are open to considering job share arrangements for this position.



Internal Communications Manager

Key Accountabilities

Internal communications strategy and planning

- In partnership with Head of Comms, Strategy and People teams, develop an internal communications strategy that prioritises clarity, accessibility and staff engagement in line with ENO's strategic framework and projects
- Create and maintain a forward communications calendar covering organisational updates, leadership communications, staff engagement moments and storytelling which bring ENO's vision, mission and values to life and demonstrates momentum, progress and impact against ENO's 5-year plan
- Ensure internal messaging aligns with ENO's mission, values and external communications strategy and ensures visibility and understanding of ENO's work and impact across London and Greater Manchester
- Proactively identify and manage internal communications risks, keeping an eye on emerging issues and supporting reactive communications when required

Leadership and management communications

- Support the CEO, Executive Team and senior managers by drafting internal messages, briefings, scripts and Q&A materials
- Help managers communicate consistently and confidently by developing simple templates, tools and guidance
- Prepare materials for staff events and leadership updates



Internal Communications Manager

Key Accountabilities

Change and organisational communications

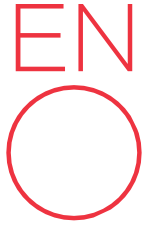
- Provide clear, human centred communication around organisational or operational updates
- Work with People and Culture to ensure colleagues feel informed and supported during periods of change

Stakeholder partnership and collaboration

- Build strong relationships across all ENO departments to understand communication needs
- Work closely with functional leads across London and Greater Manchester to ensure internal and external messaging remains aligned

Channel, content and editorial management

- Manage day to day communication across ENO's core internal channels, including newsletters, all staff emails, Teams and the intranet
- Produce clear, concise and engaging written content that helps colleagues understand priorities, developments and opportunities
- Maintain clear editorial standards across internal channels to ensure consistency and quality
- Serve as the internal content owner for SharePoint, ensuring the platform is well maintained and supporting teams to use it effectively



Internal Communications Manager

Key Accountabilities

Workforce listening and engagement

- In partnership with the People team, develop opportunities for listening and dialogue through town halls, Q&A forums, surveys and informal feedback channels
- Share what we are hearing from colleagues, ensure this is devolved and owned by relevant stakeholders and share regular and consistent progress on any improvements going forward. Ensure regular revisiting and consistency to track progress in clear engaging ways
- Share stories, updates and celebrations from across the organisation considering information flow across Board, Executive, Senior Leadership, staff groups and freelancers, ensuring that different voices are platformed across the organisation

Internal campaigns and events

- Coordinate internal campaigns on key themes such as wellbeing, inclusion, season launches or organisational priorities
- Help plan and deliver staff events such as town halls, briefings and internal updates

Insight measurement and continuous improvement

- Monitor engagement across internal channels using achievable metrics
- Gather and interpret feedback to continually evolve internal communications in-terms of style, frequency and formats
- Stay aware of best practice in internal communications and bring forward improvements where useful



Internal Communications Manager

Person Specification

Required:

- Experience in internal communications in a complex or multi-disciplinary organisation
- Excellent writing, editing and storytelling skills
- Strong stakeholder management skills and the ability to build relationships across a wide range of teams
- Confidence supporting senior leaders' communication needs
- Strong organisational and prioritisation skills
- Sensitivity, discretion and sound judgment

Desirable:

- Experience in the arts, cultural or not for profit sectors
- Familiarity with Microsoft 365 tools such as Teams and SharePoint
- Ability to produce simple visual or multimedia content

Internal Communications Manager

At the ENO, our people play a vital role in helping us create extraordinary encounters with opera and beyond, so it's just as important that we reward people beyond their salary to recognise their contributions.

Your Wellbeing

- **Annual Leave:** 25 days plus Public Holidays
- **Hybrid and flexible working**
- Eye care vouchers
- Enhanced Company Sick Pay
- Enhanced Family Friendly Leave (including Maternity Leave and Paternity Leave)
- Cycle-to-Work Scheme
- **Employee Assistance Programme (EAP)** through Spectrum.Life:
 - Confidential support available 24/7, 365 days a year for employees
 - Virtual GP & digital physio
 - Wellbeing portal including videos, podcasts, and factsheets on topics such as sleep, diet and exercise



Your Professional Development

- Annual Professional Development Review to support your personal and career ambitions and achievements
- Opportunities for Sabbatical leave to invest in your learning, wellbeing and career goals



Seeing Our Performances

- Complimentary tickets for ENO and selected London Coliseum performances
- Staff rate for ENO performances
- Complimentary tickets to talks, recitals and behind-the-scenes events

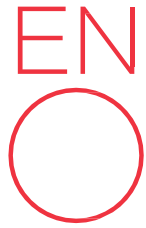


Managing Money

- Salary Sacrifice pension scheme with Natwest Cushon
- Subsidised Staff canteen at the London Coliseum
- Interest-free travel season ticket loans
- Annual pay review
- Discounts across various categories including: Travel, Wellness and Fitness, Electronics, Accessories, Food & Drink and many more through Pebble



“The variety of what we do is amazing, from drinks receptions and garden parties, to opportunities to see performances from Stage, Prompt or the Flies - every day is different and exciting!”



Internal Communications Manager

To Apply

You can apply for this position on our careers site.

We'll ask you for:

- Your CV
- A cover letter/video

If you require any reasonable adjustments or have access requirements, please let us know by emailing workwithus@londoncoliseum.org

Application Deadline

10am, Wednesday 20 May 2026

Interviews

w/c 1 June 2026

Applications



We're proud to be a Disability Confident Employer. If you'd like to apply through the Disability Confident Guaranteed Interview Scheme or require any reasonable adjustments for the application process, please email workwithus@eno.org



Backstage Secrets to Success

Read the job description carefully

The job description is your score and every note counts. This will help you understand whether the role is a good fit and what is required, so you can tailor your application effectively.

Read the application requirements carefully

Before your first act make sure you know your cues and stage directions. Check for any word limits, additional tasks, or submission deadlines.

Tailor your cover letter

Your cover letter is your aria- your chance to shine. Use this to tell us things that we can't see on your CV for example: why you want to work with us, how our values align with yours, and any transferable skills that make you a great fit for the role.

Check your application

Before submitting, review spelling and grammar, ensure attachments are included and correctly named, and double-check that your contact details are accurate and up to date. This is not a rehearsal. We repeat, this is not a rehearsal!

Prepare for your interview

Research the organisation, be ready to discuss experience mentioned on your CV, and think about questions you'd like to ask us. See the interview as a duet where each voice is equally as important.

Use AI tools mindfully

AI is a brilliant tool that's transforming how we work however, please ensure your application is honest and a true reflection of your experience. You can use AI to check grammar and spelling, improve structure and formatting, research the organisation or rehearse mock interviews but remember when the curtain rises, we want to see the real you in the spotlight.

Online interviews

If your interview is online, have a technical rehearsal. Check that the link works beforehand and make sure you have a quiet space, a good internet connection with minimal distractions.

In-person interviews

Confirm who you'll be meeting on the day, check your route in advance, and leave plenty of time in case of travel disruptions. This is your 5-minute call, you have 5 minutes.

Accessibility

We are an inclusive employer and want to ensure that our process is as accessible as possible. If you have any access requirements, please let us know as soon as possible by emailing us on workwithus@eno.org so that we can ensure that the stage is ready for your performance.



Confidentiality

Confidentiality is so important in this role and our policy is strict. All information concerning staff, patrons and other ENO business, the disclosure of which could be detrimental to the company, must be held in the strictest confidence and may not be divulged to any unauthorised person at any time.

Data Protection

Data Protection and adherence to GDPR is equally important. We therefore require that computer information should only be accessed if this has been authorised and is necessary as part of the postholder's work. You will need to be aware of the GDPR 8 key principals, and the Computer Misuse Act 1990.

Health and Safety

Health and Safety is so important at ENO and we would expect that the postholder will be happy to undertake personal responsibility for safety as will be outlined in the ENO safety policy and the Health and Safety at Work Act 1974.

Equal Opportunities

Equal Opportunities is a given. We will expect the postholder to abide by ENO's policies on Equal Opportunities and Dignity at Work.

Code of Conduct

Code of Conduct is sometimes assumed, but at ENO we will require the postholder to act in accordance with ENO's Code of Conduct whereby everyone shall be treated in a professional and courteous manner with full regard to the avoidance of discrimination, consistent with current equal opportunities employment legislation.

ENO



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