

About Oliver Wyman

Oliver Wyman is a global leader in management consulting. With offices in 50+ cities across 26 countries, Oliver Wyman combines deep industry knowledge with specialized expertise in strategy, operations, risk management, and organization transformation. Our 4700+ professionals help clients optimize their business, improve their operations and risk profile, and accelerate their organizational performance to seize the most attractive opportunities. Oliver Wyman's thought leadership is evident in our agenda-setting books, white papers, research reports, and articles in the business press. Our clients are the CEOs and executive teams of the top Global 1000 companies.

Job specification

Job title:	Digital Content Manager, Internal Communications
Department:	Internal Communications, Practice Services / Management Office
Office/region:	Warsaw
Reports to:	Director of Internal Communications
Hours:	9am – 5pm, including 30 minutes for lunch

Job overview:

We are seeking a talented, confident and hardworking content creator to join our Internal Communications team – a growing team dedicated to delivering integrated, strategic and inspired digital content to meet the business objectives of Oliver Wyman. The person in this role will be responsible for the development, upkeep, and content creation (writing blog posts, articles, developing video, etc.) for our internal digital content, focusing primarily on the employee intranet. The ideal candidate should have experience with intranet or website management, experience writing business and employee-related communications; digital marketing and communications platforms, and be comfortable interacting with senior executives.

Key Responsibilities:

Digital Content Creation

- Holistic ownership of the content of the firm's internal digital content, focusing primarily on the intranet content (home page content, organizational information, firm communications, policies, user generated content such as blogs, videos, and photo albums, and group discussions, etc).
- Brainstorm, research, shape, write, produce, and package content (in written short-form and long-form as well as video, audio podcasts, animations, gifs and other multi-media) for the global Oliver Wyman intranet, with an audience of more than 4,000 employees
- Content should reflect the firm's culture, drive engagement, and inform the staff. Must be able to use various techniques such as humor, design infographics, develop internal competitions, create/develop podcast content
- Form successful partnerships across the internal communications team to collaborate on content development for our other internal communication channels

- Build relationships in other parts of the firm (Marketing, HR, Practice Leaders, etc.) to develop the perspective needed to craft each communication for the intended audience and business goal

Intranet Management and Upkeep

- Work closely with ITS team to ensure design, navigation, and the user experience of the intranet is optimal to drive usefulness and usage.
- Update home page, other pages, and activity feeds with new content daily
- Track usage and readership metrics and conduct analytics to inform strategic and content decisions and to ensure content is fresh and accurate
- Help develop new pages for internal groups, departments, practices, combining the basic must have information (who's who, policies, etc.) with engaging/interesting new content
- Create and manage the firm's policy database within the intranet to ensure global and country-specific policies are properly posted, indexed, and easy to find using navigation and search
- Help increase usage and adoption through developing training / learning sessions and helping page owners to make updates and improvements to content

Project Management

- Lead and develop various internal communications projects to help support the firm's communication campaigns and change management initiatives. Examples may include:
- Lead effort to further "digitize" the firm's Internal Communications channels. Work closely with our Technology, Design, Marketing, and Internal Communications teams to develop digital-first firm communications (e-mail, collaboration tools, news streams, mobile apps, etc.)
- Develop strategic internal communication campaigns to encourage usage of intranet and engagement with other internal channels (podcasts, videos, etc.)
- Conceive, develop, and execute internal competitions to increase engagement
- Develop special video or live webinar content for internal meetings and broadcast communications
- Oversee production of videos and audio podcast communications in collaboration with video production and editing team
- Own and manage Outlook e-mail distribution lists including: (1) approving new list creation, (2) leading projects to update and maintain current lists for hundreds of lists globally

Experience required:

- Digital Content Creation Skills (Writing, editing, video and audio production, etc.)
- 7-10 years of experience in journalism, communications, technology, digital publishing, or related writing/editing position; excellent writing and editing abilities are essential; able to write creative and compelling headline and on-line articles with strong, rational arguments; Must be able to take the lead in developing publishable work from initial draft through the final stages of fact-checking and copy-editing, on deadline
- Experience leading the development of multi-media formats (video, audio podcast, animations, GIFs, etc.)
- Be passionate and collaborate effectively and bring interesting content alive in innovative and newsworthy ways
- Proven writing, editing and proofreading skills in a variety of mediums and strong command of English grammar and punctuation

Digital, Intranet and Social Media knowledge

- Be very knowledgeable about website / intranet platforms (ideally Microsoft SharePoint On-Line, Jive, and Wordpress) and be willing to understand and implement emerging practices and technologies; provide thought-leadership and guidance on new trends in social media and corporate intranets and leading-edge new media thinking
- Have a passion for content and be willing to roll up sleeves and get to the heart of a substance; be able to creatively think through the implications and impact of a piece of content in new and innovative ways
- Some technical knowledge (but not expert) is a plus (WordPress, Adobe AEM, Jive, SharePoint On-Line, HTML, Photoshop, photo editing software)

Skills and Attributes:

- Understand Oliver Wyman's strategic goals; have a mindset towards building the firm's culture through exciting/interesting digital internal communications and engagement efforts
- Have a passion for ideas and strong intellect that will lead to positive collaboration experiences
- Be comfortable in a fluid or unstructured environment where priorities often shift
- Have strong analytical and planning skills to assess performance of communications efforts and create budgets
- Must have outstanding interpersonal skills and be able to work within a demanding and challenging international work environment
- Work collaboratively as a member of a team
- Be an outstanding motivator who is anti-hierarchical, anti-bureaucratic, and not take oneself too seriously
- Have ability to manage conflict of competing resources

Additional Critical Skills

- Sense of humor and ability to come up with new and creative story ideas, which may range from serious to more light-hearted, human interest stories.
- Sharp intellect, self-confident and highly articulate, with a style which is both proactive and responsive
- Creative and innovative thinker who pushes boundaries when necessary
- Highly developed political antennae, but apolitical in all activities and interactions
- High energy self-starter with an eagerness to excel
- Able to challenge the status quo constructively

How to apply:

Please send CV and cover letter to: London.SP.Recruiting@oliverwyman.com

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