

# SUSIE SMITH

## COMMUNICATIONS PROFESSIONAL

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## ABOUT ME

I am an ethically driven communications professional, with experience in the not-for-profit sector. I have chosen this career as it aligns my expertise in communications with my desire to make a positive change in the world. I bring together creativity and innovation with a strong strategic and analytical approach, to deliver impactful internal communications and employee engagement projects.

## EDUCATION

**CHARITYWORKS LEADERSHIP  
DEVELOPMENT PROGRAMME**  
Fellow | Sep 2017 - Aug 2018

**UNIVERSITY OF EAST ANGLIA**  
BA English Literature with Creative  
Writing | Sep 2014 - July 2017

## WORK EXPERIENCE

### INTERNAL COMMUNICATIONS & ENGAGEMENT OFFICER

WaterAid | Jan 2021 - present

- Covered responsibilities of Senior Internal Communications Manager (Sep 2023 - Dec 2023), supporting leadership and change communications.
- Manage the internal communications channels planning, and produce content for multiple channels.
- Manage relationships with stakeholders, provide advice and support, and create communication plans.
- Lead on monitoring and evaluation.

### EVENTS COORDINATOR - COMMUNICATIONS

Macmillan Cancer Support | Oct 2018 - Dec 2020

- Coordinated the internal events programme, including staff engagement events and conferences.
- Built and managed event websites, updating content, coordinating email marketing and generating reports.
- Facilitated and delivered an internal webinar series, recruited speakers, wrote marketing copy and ran events.

### BUSINESS SUPPORT GRADUATE TRAINEE

Poplar Housing and Community Regeneration  
Association | Sep 2017 - Oct 2018

- Supported external communication activities, including content gathering and community engagement events.
- Managed the intranet, hosted on a bespoke platform, and produced content.
- Facilitated organisational development initiatives.

## VOLUNTARY EXPERIENCE

**CITIZENS ADVICE BATH &  
NORTH EAST SOMERSET**  
Trustee | Jan 2023 - Apr 2024

**THE FEAST FESTIVAL  
HADDENHAM**  
Social Media Volunteer |  
May 2019 - Sep 2019

**FUTURE RADIO NORWICH**  
Producer | Oct 2016 - Sep 2017

## TRAINING

### STORYTELLING, CHANGE MANAGEMENT & GOVERNANCE

Macquarie University  
(Coursera) | Present

### MEASUREMENT & EVALUATION FOR INTERNAL COMMUNICATION

The Institute of Internal  
Communications | Sep 2022

### INTRODUCTION TO UX & ACCESSIBLE DESIGN

UAL Creative Computing  
Institute | Mar 2021