**New Communications Request Process for MaC Support**

To help us manage workload effectively and provide high-quality support, the Marketing and Communications (MaC) team is introducing a new ticketing system for communications requests. Please see the guidelines below:

1. **Submit Requests via Email:**
Email helpdesk.communications@rhn.org.uk with your request details and desired completion date.
2. **Plan Ahead:**
Whenever possible, submit requests at least two weeks in advance. We will confirm receipt of your request within 1-2 working days.
3. **Advance Notice Required:**
To manage our capacity, we are unable to accept same-day or last-minute requests. Requests related to events or internal publications should be submitted well in advance, and photography requests must be submitted via the request form 7 days prior.

Below is a breakdown of timelines when making communication requests:

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| **Design work**  | At least 10 working days from the date of receipt of the request. |
| **Externally designed publications/documents/artwork** | Need to be signed off by MaC.  |
| **Photography**  | At least 7 days’ notice from the date of receipt of the request with completion and return of photography and filming support request form via ticketing system. |
| **Events support** | At least one month’s notice from the date of receipt of the request. |
| **Filming**  | 21 days from the date of receipt of the request (includes preparation and editing of footage). |
| **Social media posts**  | MaC can post these immediately as long as the content is already drafted.  |
| **Social media campaigns**  | At least 10 working days from the date of receipt of the request.  |
| **Internal communications:** * **Weekly Bulletin** (Monday)
* **Weekly Exec update** (Friday)
 | Submit content no later than 4pm Friday. Alternatively, feel free to post about it on [Workplace](https://work.me/g/bzEKv7cgD/MZ7hyraK). Submit content no later than 4pm Wednesday. Exec decides what content is shared via this communication. |