

## JOB DESCRIPTION

<b>Job title:</b>	<b>Communications Officer</b>	<b>Location:</b>	<b>London, UK</b>
<b>Department:</b>	<b>External Relations</b>	<b>Length of contract:</b>	<b>Indefinite</b>
<b>Role type:</b>	<b>National</b>	<b>Grade:</b>	<b>7</b>
<b>Travel involved:</b>	<b>International Up to 10%</b>	<b>Child safeguarding level:</b>	<b>4, Low Risk</b>
<b>Reporting to:</b>	<b>Communications Manager</b>	<b>Direct reports:</b>	<b>None</b>
<b>Dotted Line Manager</b>	<b>N/A</b>	<b>Indirect reports:</b>	<b>None</b>

### Organisational background

Established in 2003, Malaria Consortium is one of the world's leading non-profit organisations specialising in the comprehensive prevention, control and treatment of malaria and other communicable diseases among vulnerable and under privileged populations. We increasingly find our work on malaria can be effectively integrated with other similar public health interventions for greater impact and therefore expanded our remit to include child health and neglected tropical disease interventions.

We work in Africa and Asia with communities, governments, academic institutions, and local and international organisations, to ensure effective delivery of services, which are supported by strong evidence.

Our areas of expertise include:

- disease prevention, diagnosis and treatment
- disease control and elimination
- systems strengthening
- research, monitoring and evaluation leading to best practice
- behaviour change communication
- national and international advocacy and policy development

### Job purpose

The Communications Officer sits within the organisation's UK based External Relations (ER) Team and plays a key role in helping to raise Malaria Consortium's profile and position the organisation with donors and other key audiences through a range of communications initiatives.

### Scope of work

The post holder will work closely with the Communications Manager and the wider ER team to help position the organisation with key stakeholders through the delivery of timely, accurate and targeted content. This includes working with project/programme teams to capture and communicate progress, results and learning, drafting blogs, press releases and newsletters, developing targeted messaging and contributing to communications campaigns.

The Communications Officer will also support a range of activities to help strengthen our philanthropic partnerships, ensuring the impact of our work, and perspectives from vulnerable communities, is articulated and shared in a timely fashion.

### **Key working relationships**

The Communications Officer will work with all members of the External Relations function and particularly closely with the Communications Manager. They will also work with senior members of the technical team and project managers and technical specialists.

### **Key accountabilities**

#### **Developing and communicating content 65%**

- Work closely with the Communications Manager on strategic planning to ensure effective positioning for the organisation
- Write and edit high quality outputs for all platforms, including blogs, web content, news/press releases, photo stories to highlight the impact of Malaria Consortium's work and strengthen Malaria Consortium's visibility and brand
- Provide support to project teams looking to produce communications activities/outputs
- Work with wider ER team to ensure all outputs are disseminated to key national, regional and global audiences
- Understand the advocacy landscape aligned to Malaria Consortium's strategic direction and seek opportunities for collaboration with partners and other key stakeholders with common goals, including national and regional networks in sub-Saharan Africa and Asia
- Oversee the appointment and deliverables of external consultants (e.g. writers, e-newsletter provider, translators)
- Provide ongoing monitoring and evaluation of communications activities, including media and online platforms
- Developing and deliver e-newsletters and in-house External Relations team updates

#### **General ER support 20%**

- Work with the ER publications lead to ensure all written materials and communications follow organisational brand, quality and other protocols and requirements, especially those of donors
- Work with wider ER team to ensure Malaria Consortium's brand is promoted and safeguarded through all external communications
- Provide editing and proofreading support to the Business Development Team as required
- Work with the Communications Manager to support the production of Malaria Consortium's Annual Review and other organisational outputs as required
- Contribute to the team's ongoing and annual planning, assisting with the smooth running of team systems and processes

#### **Support for fundraising (15%)**

- Responsible for generating creative yet workable ideas, activities and content to augment any commercial engagement/fundraising opportunities
- Support wider efforts to grow engagement with philanthropic donors
- Work closely with the Communications team to ensure web pages are up to date and effective in all elements associated with income generation
- Support relationship development with donors, liaising between country programme/project staff and the donors, where appropriate

## Person specification

### Qualifications and experience:

#### *Essential:*

- Degree in communications, advocacy, journalism, international development or other relevant discipline or equivalent professional experience
- Exceptional oral and written communication skills, including long and short form copywriting, briefing papers, project plans, concept notes, use of social media, etc.
- Demonstrable ability to synthesise complex technical information and convey messages to diverse audiences
- Strong analytic, strategic thinking and planning skills
- Ability to take initiative and manage assignments from concept to completion
- Fundraising experience, particularly using online digital platforms
- Strong interpersonal skills and ability to interact effectively and thoughtfully with all levels of associates, including senior management, stakeholders and donors
- Good experience in effective dissemination of high quality communications outputs
- Good experience of the use of digital technology for external engagement
- Experience of organising activities or events

#### *Desirable:*

- Substantial experience in communications, advocacy, fundraising and/or donor relations in an international development NGO
- Familiarity with international development sector in particular, global health. Understanding or knowledge of malaria and child health would be beneficial.
- Experience of project management, particularly in a similar context
- Familiarity working with different media outlets (photography, film, TV, radio, newspapers, etc.) for communications purposes
- Experience of donor relationship management
- Good experience of developing and managing website content (all media types)

### Work-based skills:

#### *Essential:*

- Excellent organisation, planning, communication and follow-up skills
- Proven skills in editing, proof reading and research, with excellent attention to detail.
- Proven ability to co-ordinate and work with teams, as well as to work independently and take initiative
- Familiarity with website content management systems (CMSs)
- Familiarity with contact record management systems (CRMs) (including mailing)
- Excellent organisational and time management skills
- Strong skills in using Microsoft Office programmes (especially Word, PowerPoint and Excel).
- Ability to prioritise and manage multiple projects with conflicting deadlines
- Ability to build good working relationships and foster open communications
- Willingness to travel for up to two weeks at a time to partner countries

#### *Desirable:*

- Experience in multi-media production, such as video and materials for web (e.g. Infographics)
- Good knowledge of design and print production and experience in coordinating the development of materials (e.g. annual reports, brochures).

- Ability to read/write French and/or Portuguese.

<b>Core competencies:</b>
<b>Delivering results</b>
<b>LEVEL A- Focuses on delivering contribution to Malaria Consortium and achieving own objectives</b> <ul style="list-style-type: none"> <li>✓ Puts in effort required to ensure the delivery of own work and objectives to meet (and exceed) expectations</li> <li>✓ Strong self-management of time and effort</li> <li>✓ Checks own work to ensure quality</li> </ul>
<b>Analysis and use of information</b>
<b>LEVEL A- Gathers information and identifies problems effectively</b> <ul style="list-style-type: none"> <li>✓ Interprets basic written information</li> <li>✓ Attentive to detail</li> <li>✓ Follows guidelines to identify issues</li> <li>✓ Recognises problems within their remit</li> <li>✓ Uses appropriate methods for gathering and summarising data</li> </ul>
<b>Interpersonal and communications</b>
<b>LEVEL C- Adapts communications effectively</b> <ul style="list-style-type: none"> <li>✓ Tailors communication (content, style and medium) to diverse audiences</li> <li>✓ Communicates equally effectively at all organisational levels</li> <li>✓ Understands others' underlying needs, concerns and motivations and communicates effectively in sensitive situations</li> <li>✓ Resolves intra-team and inter-team conflicts effectively</li> </ul>
<b>Collaboration and partnering</b>
<b>LEVEL B- Collaborates effectively across teams</b> <ul style="list-style-type: none"> <li>✓ Proactive in providing and seeking support from expert colleagues</li> <li>✓ Raises difficult issues with teams/ partners and stakeholders with a view to positive resolution</li> <li>✓ Proactive in building a rapport with a diverse range of people</li> </ul>
<b>Leading and motivating people</b>
<b>LEVEL B- Manages own development and seeks opportunities</b> <ul style="list-style-type: none"> <li>✓ Actively manages own development and performance positively</li> <li>✓ Learns lessons from successes and failures</li> <li>✓ Seeks and explores opportunities within Malaria Consortium which develop skills and expertise</li> </ul>
<b>Flexibility/ adaptability</b>
<b>LEVEL A- Recognises own stress levels and adapts</b> <ul style="list-style-type: none"> <li>✓ Recognises limitations and takes steps to manage any resulting pressure or stress</li> <li>✓ Remains focused on objectives and goals in a rapidly changing environment</li> <li>✓ Takes responsibility for own work and for the impact of own actions</li> </ul>
<b>Living the values</b>
<b>LEVEL A- Demonstrates Malaria Consortium values</b> <ul style="list-style-type: none"> <li>✓ Demonstrates integrity, honesty and fairness in dealing with colleagues and stakeholders</li> <li>✓ Maintains ethical and professional behaviour in line with Malaria Consortium's values</li> <li>✓ Treats all people with respect</li> </ul>
<b>Strategic planning and thinking and sector awareness</b>
<b>LEVEL B - Is aware of others' activities and vice versa in planning activities</b> <ul style="list-style-type: none"> <li>✓ Takes account of team members and others workload when planning.</li> <li>✓ Maintains awareness of impact on other parts of the organisation, keeping abreast of other's activities, objectives, commitments and needs</li> <li>✓ Has a good understanding of the sector in which Malaria Consortium works</li> </ul>