

Job Description

JOB INFORMATION

Job Title	WVV Communications Officer	Line Manager Title	Senior Executive Communications and Media Relations Officer
Grade Level	13	Department/Office	Communications Department
		Work Location	Ha Noi

CONTEXT

World Vision is a Christian relief, development and advocacy organization working to improve the quality of life of people, especially children who are marginalized and living in poverty. World Vision helps all who are in need, regardless of their religion, race, ethnicity or gender. As a child-focused organization, WV's work focuses on children, ensuring they are protected and their basic needs are met. World Vision Vietnam (WVV) has been funded from 13 support countries in Europe, Asia, the Americas and Australia. Funding of WVV consists of sponsorship program funding (70%) and Private Non-Sponsorship (PNS)/grants (30%). WVV employs about 430 staff, of which 93% are Vietnamese nationals.

WVV is operating in 4 zones: North 1 (Hoa Binh, Dien Bien), North 2 (Yen Bai, Tuyen Quang, Hai Phong), Central (Thanh Hoa, Quang Tri and Da Nang) and South (Quang Nam, Quang Ngai, Binh Thuan, Ho Chi Minh, DakNong). WVV's Area Program (AP) usually focuses within one administrative district of a province which populated by ethnic minority people with high rates of poverty. A uniqueness of WVV's Development Program Approach (DPA) is that AP team members are based at district level where the AP is located, which enables them to work closely with government partners and communities on a daily basis. Beside the APs, WVV is also implementing different Special and Grant Projects to meet the specific needs of vulnerable children in both AP and non-AP areas.

WV Vietnam also has a variety of external communication channels, including website, social media, and press engagement to publicize its contribution to Vietnamese children's well-being and thus strengthen WV Vietnam's image and credibility to Vietnamese audiences. The Communications Officer is expected to develop content in various formats (written, visual, audio-visual) as per the Senior Executive Communications and Media Relations Officer's assignments.

WV Vietnam's Communications team is highly regarded by Regional Communications for its heavy integration into core functions within the organization, co-leading on most initiatives of Child Protection, Advocacy, Grant Acquisition & Management (GAM), Sponsorship, and Operations. The Communications Officer will have the opportunity to learn about these functions to make strategic and meaningful contributions to the joint initiatives. When needed, the Communications Officer provides support to other Communications team members in emergency communication; communication training for children, communities, and non-communications staff; internal communications; and donor visits as per the Senior Executive Communications and Media Relations Officer's assignments.

JOB PURPOSE

To raise internal and external awareness of World Vision’s work in Vietnam by supporting the Senior Executive Communications and Media Relations Officers in these core functions:

Creative Content: Assist Senior Executive Communications and Media Relations Officer in developing and, if necessary, designing materials that showcase WV Vietnam’s intervention, achievements, and impact, including Annual Review, Program Profiles, Policy Briefs, Fact Sheets along with other written, visual, and audio-visual resources that accommodate the work of GAM, Advocacy, Sponsorship, and Operations. Provide feedback and input on visual aspects for materials produced by other non-communications teams.

Write fact- and evidence-based human interest and child-focused stories from WV Vietnam’s working areas to share with Support Offices, donors, media partners, and relevant internal and external audiences. Uphold Safeguarding Policy when carrying out communications-related tasks, and advocate for consistent compliance by other functions and teams.

Public Engagement: Provide assistance in implementing Communications team’s own and joint initiatives to increase the engagement of targeted audiences. This includes, but is not limited to, following up with concerned functions and teams to keep up with the initiatives’ timelines.

Support Communications team in maintaining the operation of WV Vietnam’s owned channels (website and social media pages).

HEA (Humanitarian & Emergency Affairs) Communication: Curate communication assets from disaster-stricken APs and Special Projects and use them in HEA-related content.

Corporate Communication: Provide assistance in developing Internal Communication products, including consolidation of information from program teams, writing scripts, and other tasks assigned by the “Senior Executive Communications and Media Relations” and “Department Director.”

MAJOR RESPONSIBILITIES

% of time	Activity	End Results
50%	<p>Creative Content</p> <ul style="list-style-type: none"> - Develop and feed informative and decent-looking communication products into WV Vietnam’s engagement with Support Offices, donors, media partners, and other internal and external audiences. - Compelling and inspiring human interest and child-focused stories are written as testimonies of WV Vietnam’s work and impact on the country. 	<ul style="list-style-type: none"> - Inspiring and excellent contents are produced in line with WVI strategy
20%	<p>Public Engagement</p> <ul style="list-style-type: none"> - Communication resources are produced and delivered, contributing to national public engagement initiatives and/or global movements. - WVI Vietnam’s owned channels are kept up-to-date with the organization’s updates, highlights, and impact evidence. 	<ul style="list-style-type: none"> - WVI Vietnam’s visibility is enhanced
15%	<p>HEA-DRR Communication</p> <ul style="list-style-type: none"> - Communication assets are curated for usage at National Office and shared with the concerned Support Office. - HEA-DRR-related content is created to support efforts in documentation, resource acquisition, and reporting. 	<ul style="list-style-type: none"> - High-quality organizational branding materials to raise WVI Vietnam’s profile for grants/PNS projects (e.g., Country Profile, Capacity Statements).

10%	Corporate Communication <ul style="list-style-type: none"> - Internal communication is innovative, concise, equally represents WV Vietnam's working areas, and delivered regularly. 	<ul style="list-style-type: none"> - Internal communication is innovative, effective and delivered regularly.
5%	Others <ul style="list-style-type: none"> - Take responsibility for personal security, accurately identify and assess the dangers and respond in the most appropriate way; take all good faith efforts to keep other WVV staff and property secure with guidance and instruction as being trained by WVV - Perform other duties as assigned by the manager to contribute to the team performance 	<ul style="list-style-type: none"> - Staff's safety and security - Incidents are reported timely as per the incident management protocols

KNOWLEDGE/QUALIFICATIONS FOR THE ROLE

Required Professional Experience	<ul style="list-style-type: none"> - At least 3 years' experience in communications or media-related field. - Experience working in development context, a fast paced, multi-cultural working environment. 				
Required Education, training, license, registration, and certification	<ul style="list-style-type: none"> - Bachelor degree in communication, public relations, journalism or relevant fields 				
Preferred Knowledge and Qualifications	<ul style="list-style-type: none"> - Working independently and as an active team player - Strong interpersonal skills with the ability to interact effectively with a wide range of internal and external contacts. - Familiarity with or knowledge about development in the rural context - Willingness to support articulate and demonstrate World Vision's core values in meaningful ways to colleagues, partners, children and communities. 				
Travel and/or Work Environment Requirement	Work with various stakeholders: Support Offices; foreign visitors; staff of APs, Special Projects, and other functions; community people and children.	Physical Requirements	Satisfactory pre-employment medical report verified by medical doctors from licensed hospitals	Language Requirements	Vietnamese: Fluent English: Advanced (or IELTS 7.0 or equivalent)

KEY WORKING RELATIONSHIPS

Contact (within WV or outside WV)	Reason for contact	Frequency of contact
AP/ Special Project Managers/staff	Communication materials, capacity building, advocacy, and public engagement activities, internal communication products	Periodically/upon request

Support Offices	Content assignments Content collection/media trips	Upon request
Functional department	To seek advice, guidance and support to ensure technical quality and compliance with WV's policies and guidance	When needed

DECISION MAKING

As per the levels of authority of WV Vietnam

CORE COMPETENCIES – For all positions, select the top 3 prioritized competencies from below. Click [here](#) for a quick overview of our Core Competencies.

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|---|---|--|--|
| <input type="checkbox"/> Be Safe and Resilient | <input checked="" type="checkbox"/> Build Relationships | <input type="checkbox"/> Learn and Develop | <input type="checkbox"/> Partner and Collaborate |
| <input checked="" type="checkbox"/> Deliver Results | <input type="checkbox"/> Be Accountable | <input checked="" type="checkbox"/> Improve and Innovate | <input type="checkbox"/> Embrace Change |

For Management positions only, select the top 2 prioritized competencies from below.

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| <input type="checkbox"/> Model Self-Management | <input type="checkbox"/> Engage, Influence, Lead and Grow Others | <input type="checkbox"/> Run an Effective and Agile Organisation | <input type="checkbox"/> Develop the Organisation for the Future |
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APPROVALS

Line Manager:	Approval Date: Click or tap to enter a date.
Matrix Manager:	Approval Date: Click or tap to enter a date.
Department Heads:	Approval Date: Click or tap to enter a date.
P&C Director:	Approval Date: Click or tap to enter a date.