

JOB DESCRIPTION

JOB TITLE

Communications Coordinator

ROLE

The Communications Coordinator is responsible for leadership, management and supervision for all aspects of ChildFund's communication activities in Vietnam, including oversea communication activities when it starts, to ensure that ChildFund's communications are of a consistently high quality and contribute to ChildFund's vision towards communities free from poverty where children are protected and have the opportunity to reach their full potentials.

The Communications Coordinator will manage and deliver a strategy for communications with internal and external stakeholders, supporting program objectives and building ChildFund's capacity for communications.

REPORTING STRUCTURE / RELATIONSHIPS

The Communications Coordinator reports to the Country Director.

Communications Coordinator manages a team which currently consists of a communication officer/assistant, a fundraising officer and a communications volunteer/intern if any however the structure and the size of the team may change according to organisational requirements.

The Communications Coordinator works closely with the HR & Support Services Manager, Finance Manager and other Managers in Hanoi and the Admin Coordinator in each Area Development Office.

The Communications Coordinator liaises with the Communication staff of ChildFund Australia's head office in Sydney and communications staff of other affiliates in ChildFund Alliance .

RESPONSIBILITIES

External Communications

- Ensure that ChildFund communications positively and consistently reinforce ChildFund's identity.
- Produce informative and publicity materials about ChildFund in various forms (e.g. brochure, briefing papers, website, video, annual report, signage, office decorations) and distribute to staff, beneficiaries, partners, and other stakeholders.
- Manage media relations and gain publicity for ChildFund events.
- Provide news-worthy stories to Head Office upon a frequent basis.
- Attend relevant networking events and inform other staff of networking opportunities.

- Seek areas of cooperation and collaboration with relevant staff at other development organisations.
- Establish communications channels / platforms to provide useful information related to the sustainable development of Vietnam and the wellbeing of children to mass media, social media, donors and sponsors.
- Work closely with ChildFund's Sponsor Relations Team and a fundraising officer to ensure effective communication to sponsors and donors.

Internal Communications

- Work closely with Head Office and other National Offices of ChildFund Australia and promote a culture of sharing information between staff in all ChildFund Australia offices.
- Provide material for ChildFund Australia publications and staff newsletters.
- Produce a staff newsletter for Vietnam at an agreed frequency.
- Work closely with other staff in Hanoi and provincial offices to ensure a good flow of information between offices in Vietnam.
- Assist with the standardisation of internal documents.
- Arrange translations of key documents for staff.
- Provide support for team building activities.
- Purchase relevant texts/materials and make available to all staff.
- Establish effective systems for storing communications material (e.g., photographs, publications).
- Develop and maintain systems and policies to ensure effective work processes within the communication team and for interaction with other departments or other ChildFund offices

Communication in development projects

- Work closely with ChildFund program managers and staff in planning, producing/implementing and evaluating IEC and BCC activities.
- Identify opportunities to coordinate IEC and BCC activities among five sectors.
- Ensure ChildFund's IEC and BCC activities are coordinated with the activities of other stakeholders where possible.
- Provide support in communication of ChildFund and its approaches to the Program team's identified stakeholders.
- Work closely with the program team to identify opportunities for development communication networking and advocacy for child-focused issues. Being responsible for supporting the implementation of those initiatives where possible.
- Research and share information about relevant child-focused issues.

Capacity Building and Technical Support:

- Provide / arrange training for staff on effective communications

Relationship Building & Representation

- Participate in external workshops, ChildFund Alliance working groups and other meetings relevant to the communication sector
- Establish appropriate information-sharing relationships with staff in similar positions within other INGOs, government agencies and academic institutions in Vietnam and internationally

Organisational Development

- Participate in the development of ChildFund’s policies and strategies in Vietnam in co-operation with Country Director and other management staff
- Take a lead role in developing ChildFund’s policies and documentation in the area of both internal and external communications and development communication, including the development of annual and longer-term strategic plans.
- Actively contribute to the development and promotion of ChildFund values culture and learning approach.

WORKING CONDITIONS

This is a Hanoi based, full-time position with occasional travel to ChildFund’s program areas in Vietnam (approx. 25-30 percent of time in field). The position-holder may also be required to undertake occasional international travel.

The successful candidate will be offered a three-year contract. Salary will be set according to experience and qualifications, in accordance with ChildFund’s salary scale.

Other working conditions and benefits are outlined in ChildFund’s HR, PDR and Operations Manuals.

PERSONAL QUALITIES, QUALIFICATIONS & EXPERIENCE

E = essential, D = desirable

Knowledge

- Broad, up-to-date knowledge of communications trend and practices E
- Understanding of basic accounting, proven experience of establishing and managing budgets, and office and information systems E
- Knowledge of communication in development D
- A good knowledge of conditions in different parts of Vietnam would be an advantage. D

Skills

- Excellent written and spoken English and Vietnamese E
- Effective team work and interpersonal skills E
- Excellent communication skills Excellent communication skills, both verbal and written in English and Vietnamese, and an ability to relate to people of all backgrounds, presenting information in an effective manner, both written and verbally E
- Computer literacy and experience with computerized information (including spreadsheets, databases), familiar with software packages under Windows e.g., PageMaker, Front Page, PhotoShop and E-mail/internet E
- People management skills, including performance management E
- Strong presentation and facilitation skills E
- Excellent conflict resolution skills and negotiation skills D

Experience

- Minimum of 5 years working experience in communications, working with the E

media and/or public relations, at least 2 of those in a supervising or coordination position	
Proven track record in communications	E
Experience in graphic design and/or printing.	E
Effective communication with internal and external customers/partners	E
Working effectively with and through others	E
Previous management and coordination experience in a development and/or international organisation	D
Experience working in multi-cultural teams	D
Experience in intranet development and/or knowledge management systems	D
Familiarity or experience with community development concepts and understanding the importance of child participation	D

Abilities/Qualities

A self starter with a high degree of initiative	E
Able to manage multiple priorities with minimum supervision, to work to deadlines, being well-organized and systematic	E
Ability to build strong working relationships, internal and external to the organisation	E
Creative, forward thinker and excellent team player	E
Ability to work in a team and good interpersonal skills, with confidence in liaising with a wide range of people.	E

Attitudes

Willing and able to undertake some work-related travel	E
Commitment to the aims and values of ChildFund	E
Flexibility in approach to job requirements	E

Qualifications

University qualification in English, media, communications, journalism, training or relevant field	E
Master in Communications or Public Relations is preferable	D

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