



## Role profile

Basic information	
<b>Job title</b>	Communications Officer
<b>Department</b>	International
<b>Location</b>	Cox's Bazar
<b>Reports to (Job Title)</b>	Emergency Response Manager - Rohingya Crisis Response
<b>Matrix manager if applicable (Job Title)</b>	N/A
<b>Direct reports (Number or Not applicable)</b>	N/A
<b>Overall people management responsibility (Number or Not applicable)</b>	N/A
<b>Matrix management responsibility (Number or Not applicable)</b>	N/A
<b>Budgetary responsibility (Amount or Not applicable)</b>	N/A
<b>Child protection clearance required (If applicable, Standard/Enhanced)</b>	Not required
<b>Expected travel per annum</b>	Occasional travel
<b>On call/unsocial hours</b>	No

Role definition
<p><b>Role purpose</b></p> <p>To raise Christian Aid's profile through effective content management of the Rohingya Crisis Response programme as well as all other programmes like the humanitarian response, and Gender focused programs within the country. The Role holder identifies and shares the best stories, case studies that show how Christian Aid Bangladesh and partners are changing lives of the poor and marginalised through its programmes. The role writes, edit, commissions a varied mix of content including case studies, interviews, blogs, photos and films in line with CA's communication guideline and the Rohingya Crisis Response programme communication strategy for dissemination to show the value and impact of the Programmes.</p>
<p><b>Role context</b></p> <p>The role works within the Bangladesh Country team and will be line managed by the Emergency Response Manager, working with the program team to ensure proper and adequate communication of projects activities in-line with CA Communication guide lines. Develop and adapt approaches to disseminate programme results and impact to communities, partners, government and other development actors.</p>

**Key outcomes**

- Advance evidencing of results, high quality communication materials are produced and properly disseminated through the best channels
- Vibrant sharing of country programme results and learning with the wider organisation and external stakeholders and management of the Rohingya Crisis Response programme social sites and accounts, as well as other communication channels.
- Rohingya Crisis Response programme communication strategy is developed and effectively implemented.
- A content plan is maintained to guide the use of existing communication content and ensure that future communication materials (case studies, reports, newsletters and films etc) are developed in a timely and effective way for key country programme events.
- Effective and efficient administrative systems and procedures, including support in collating and compiling programme reports, in accordance with Christian Aid's framework from a communications perspective.
- Contribute to documenting experiences, impact case studies, preparing reports, presentations, briefs and articles for publication. Work collaboratively with other project team members to ensure necessary program planning, development, development of learning events, policy papers, resource availability and management activities function smoothly and efficiently

**Role requirements****Relationships****External**

The role holder may have contact with partners (NGOs & CBOs), communities, government and other development actors

**Internal**

The role will work with governance team, the communication unit and by extension the wider country office

**Decision making**

The ability to make day to day decisions on issues around communication and Grant making to assist in the administration and smooth running of the partnership and programmes.

**Analytical skills**

Analytical skills desirable to perform day to day communication work.

**Developing self and others**

Ability to take initiative, be self-motivated and build capacity of and/ or guide new staff on Bangladesh and Rohingya Crisis Response programme communication plan as well as the CA communications plan

**Person specification****Applied skills/knowledge and expertise****Essential**

- Education to degree level or equivalent in Mass Communication, social science or its equivalent

- Good editorial skills, high proficiency in written/spoken English and ability to translate complexities into material that is compelling, jargon-free and accessible
- Significant working experience in similar position with an INGO
- Excellent time and project management skills, coupled with high level of multi-tasking and situational awareness
- Basic understanding of document and data base management
- Proficient with all MS application- Intermediate to advance level
- Substantial knowledge of supporting programmes and programme staff in international and national agencies
- Good interpersonal and communication skills

#### **Desirable**

- Familiarity in working with faith based institutions in Bangladesh
- Post graduate qualification or equivalent in journalism and communication
- Experience with working with a project management software

#### **IT competency required**

Intermediate

### **Competency profile**

#### **LEVEL 2: You are expected to be able to:**

##### **Build partnerships**

- Take on different work when necessary to achieve a team or organisational goal.
- Actively consult with others to ensure you understand their needs or goals.
- Listen to and take on board fresh perspectives and views even if you initially disagree with them.
- Maintain on-going relationships with individuals and contacts through networks, based on mutual rapport and respect.

##### **Communicate effectively**

- Make complex things simple for the benefit of others.
- Actively listen and question to check your understanding and draw out others when they are not expressing themselves clearly or seem to be holding back.
- Be sensitive to what others may be feeling, based on what they say, how they say it and their non-verbal behavior, adapting your style and approach to fit.
- Address difficult issues when they arise, being honest and open.

##### **Steward resources**

- Implement ways to reduce the inefficient use of resources or pass the ideas on to someone who can make them happen.
- Estimate the resources needed to achieve your own work plans or objectives and to deliver them in the most efficient and cost-effective way.
- Set and communicate realistic timelines for achieving tasks, working out how best to adapt as priorities change or unforeseen circumstances arise.

##### **Deliver results**

- Prioritise, plan and monitor own work to meet own and team deliverables to agreed performance or quality standards.
- Acknowledge others' priorities whilst being prepared to say "no" if there are genuine reasons why their needs cannot be met.
- Use logical processes and relevant tools and techniques to report on information or analyse options.
- Make timely and considered recommendations or decisions based on analysis of available data,

information and evidence.

**Realise potential**

- Evaluate your own work and actively address gaps in knowledge and skills, without prompting.
- Recognise how you react to feedback and manage reactions positively, acting on specific feedback from others.
- Share your knowledge where it will help others to be more effective.
- Provide instruction, constructive feedback and guidance to others to help them learn.

**Strive for improvement**

- Constructively challenge existing practice.
- Seek better ways of doing things, taking into account the possible implications.
- Make positive suggestions on a way forward when faced with challenges even if these fall outside own scope of work.
- Look inside and outside Christian Aid for new ideas and evaluate them for own work.

**DATE CREATED** (dd/MM/yyyy)

22/11/2017

Further details of specific tasks and duties will be agreed with the line manager as part of the performance agreement. Any reasonable duty may be assigned that is consistent with the nature of the job and its level of responsibility.

This role profile is not prescriptive; it merely outlines the key behaviours the role-holder requires to be successful in the role; the key behaviours and responsibilities are subject to change. Any changes will be made in consultation with the role-holder.

You will be expected to abide by the Code of Conduct, policies and procedures within Christian Aid which may be updated from time to time.

You must be in sympathy with the aims, beliefs and values of Christian Aid as it seeks to work on relief, development and advocacy for poverty eradication.