

# act:onaïd Job Description and Person Specification

<b>Job Title:</b>	Internal Communications Coordinator		
<b>Directorate/Cluster:</b>	Resource Mobilisation and Innovation	<b>Unit/Team:</b>	External Communications
<b>Grade and Salary:</b>	Grade C	<b>Contract Type:</b>	<i>Fixed Term – 12 months</i>
<b>Location:</b>	London, Johannesburg	Nairobi,	<b>Budget Holder:</b> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
<b>Reports to: (incl matrix reporting)</b>	Head of Communications		
<b>Direct/Matrix Reports :</b>	None		
<b>Operational Remit:</b>	Global <input type="checkbox"/> Regional <input checked="" type="checkbox"/> Country Specific <input type="checkbox"/> Global Secretariat <input type="checkbox"/>		
<b>DBS (CRB) / Police Check:</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		

## Role Overview:

### Scope and context of the Internal Communications role:

#### The organisation:

ActionAid is a global federation working for a world free from poverty and injustice.

We want to see a just, fair and sustainable world, in which everybody enjoys the right to a life of dignity, and freedom from poverty and oppression. So we work to achieve social justice and gender equality, and to eradicate poverty.

Our strategy is to build international momentum for social, economic and environmental justice, driven by people living in poverty and exclusion. In practice, this means working closely with people living in poverty and exclusion, civil society organisations, social movements and supporters. Together, we deliver grassroots programmes, provide emergency relief and campaign for things such as women's economic rights, tax justice and climate justice.

Our work falls into four broad areas: women, politics and economics, land and climate, and emergencies. We have a particular focus on women's rights; it's a thread that runs through all our work.

ActionAid was founded as a charity in 1972. In the 1990s, we adopted a human rights-based approach to development. In 2003, we established the ActionAid International federation. Our head office is in Johannesburg, South Africa. We also have hubs in Asia, the Americas and Europe.

We believe in the power in people. If we can support people to know, claim and defend their rights, the world will be a fairer place.

#### The Internal Communications role within this context:

	<p>We are looking for an enthusiastic, creative and proactive Internal Communications Coordinator to help us amplify the successes and wins happening in the countries we work, and to share these stories with the global federation in compelling and engaging ways.</p> <p>This role will share leadership updates, proactively work with countries on showcasing their best work, and enable peer to peer learning of best practices, across our 45 country organization.</p> <p>The role is fully integrated in the wider Communications team, with the opportunity to be involved in the creative planning, delivery and evaluation of key external events.</p>
<b>Areas of Responsibilities</b> <i>(Please list the key responsibilities for this role in about 6 key performance areas)</i>	<b>Key Activities</b> <i>(Please list all the key activities under each responsibility in no more than 5 bullet points. Ensuring that they are specific to the key performance area)</i>
Leadership updates	<p>Working closely with the EA of our Secretary General, this role will help with the dissemination of agreed actions from the main decision making forums: International Leadership Team, International Finance Team, Board Meetings, General Assembly. Surmising, editing, and sharing the outcomes in a concise but informative communiques, in new and engaging formats.</p> <p>The role will:</p> <ul style="list-style-type: none"> <li>• Build enthusiasm in the run up to the General Assembly and Directors Forum.</li> <li>• Provide federation with coverage at the General Assembly (Blog, video, stream, interviews), specifically live-streaming the opening address, context analysis and any big announcements, working closely with IT.</li> <li>• Promote communication and engagement between SG/GS Leadership and Federation staff using Yammer and other platforms.</li> <li>• Support the Secretary General in bi-monthly video blogging about mission/field related topics and ILT members for related topics.</li> <li>• Liaise with Communications team colleagues to inform of SG's travel, photo opportunities and other key events with media potential.</li> <li>• Liaise with HR to help promote Feminist Leadership internally</li> </ul>
Promoting ActionAid's media coverage and social engagement internally and assisting with day to day maintenance of Stories hub	<p><b>Creating out 'ActionAid in the News'</b> daily email and evaluating media coverage and social engagement rates for messaging and other KPI's, to share learning with peers across the Global Secretariat and Federation.</p> <p><b>Stories hub:</b> Our central stories database is where all the content from across the federation should be stored and accessible to all members. Through proactive story gathering and engaging with our colleagues across the Federation, this role can support the countries to share and upload more content, as well as auditing existing content to ensure we have consent and are GDPR compliant</p>

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Peer to peer learning and skills sharing including coordinating monthly Global Comms calls.	<p><b>Setting up webinars</b> to showcase best practices and invite countries to celebrate their successes and share learning. Lead by example by using Yammer for peer-to-peer exchanges.</p> <p><b>Global Comms calls:</b> Hosting, coordinating and sharing notes on plans across the countries so that globally we can spot opportunities for multiple countries to work together so we are bigger than the sum of our parts. The Internal Comms role will also be called upon to follow up with countries on multi-media content plans and story ideas which fit into global priorities, with a view to them featuring in many of our internal publicity opportunities such as the annual report, global newsletter or central stories database.</p>
Forward planning	<p><b>Forward planning:</b> Working with the whole team, key departments such as programmes and campaigns, and through the global comms group, this role will proactively encourage countries to give notice of their plans, so we have time to help amplify their successes. A forward planning calendar should be updated with all external events and countries' content, media, social and campaigning plans plus key anniversaries and news hooks.</p>
Streamlining internal communications systems	<ul style="list-style-type: none"> <li>• Promote audio and video clips, specifically tasked to ensure that key moments are captured and shared.</li> <li>• Promote and (when necessary) coordinate live streaming of key sessions at international meetings.</li> <li>• Work with the Hive Team to ensure strategic content/timing of content on Yammer, Stream, Teams</li> <li>• Work with IT to increase usage of Office 365 platforms and other communications technologies.</li> <li>• Support the transition from Hive to Yammer and recruitment/training as well as engagement of staff and peer-to-peer exchanges across the Federation with the platform.</li> </ul>
<b>Education, Language &amp; Qualifications</b>	<ul style="list-style-type: none"> <li>• Graduate degree or equivalent experience</li> <li>• Excellent verbal and written communication skills in English, ability to inform and engage through written communication</li> </ul>

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<b>Essential Knowledge, skills and Experience</b>	<ul style="list-style-type: none"> <li>• A minimum of five years' work experience in internal organisational communications and information management.</li> <li>• Proven ability to write and tailor key messaging in an accessible manner to various stakeholders.</li> <li>• Proven ability to deliver high-quality communications with, sometimes, tight deadlines.</li> <li>• Experience and excellent skills in the use of communications technology (specifically social media, audio and video, intranet/sharepoint, Micorsoft Office 365 etc.).</li> <li>• Excellent communication and interpersonal skills – ability to work well at various levels of the organisation and engage with management and governance leadership.</li> <li>• Passionate and enthusiastic about assisting people get access to information and communicate more innovative and effectively.</li> <li>• A commitment to ActionAid International's vision, mission and values.</li> <li>• A good understanding of issues related to rights, poverty, human development and gender equity.</li> <li>• Strong commitment to and understanding of women's rights and ways to build gender awareness through effective communications.</li> </ul>
<b>Desirable Knowledge, skills and Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working in a similar capacity for an international organization.</li> <li>• Ability to communicate in languages other than English, particularly French, Spanish, Portuguese, Urdu, Hindi, Bengali, or Swahili.</li> </ul>

Competency Profile		
Leading Organisation	Strategic Perspective	Demonstrate alignment of the Organisation's strategic priorities and goals.
	Change Management	Uses effective strategies to facilitate organisation change initiatives and overcome resistance to change by involving others, listening and building commitment.
	Decisiveness and Agility	Prefers quick and appropriate actions in many management situations, able to adapt and respond to fast changing eco system/environment
Leading Others	Leading Teams	Attracts, motivates, and develops high performing teams.
	Building Collaborative Relationships	Builds productive working relationships with co-workers and external parties, whilst valuing diversity (gender, race, culture).
	Communication	Expresses ideas clearly and concisely; disseminates information about decisions and plans proactively.

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Leading Self	Leading with Purpose and Credibility	Acts in accordance with stated values; has strong commitment to develop, promote and practice AAI's values
	Innovation and Taking Initiative	Takes charge and proactively seeks new ideas, experiments with new processes/practices that capitalizes on opportunities