

Job description

Role:	Associate Communications Officer
Reports to:	Senior Programme Manager, Knowledge, Learning and Communications
Direct Reports:	None

Summary description

The mandate of the Knowledge, Learning and Communications (KLC) programme is to capture, distil and share knowledge and learning to strengthen Foundation's impact and effectiveness. The programme brings together a range of functions critical to the Foundation's identity, coherence and visibility including all aspects of our communications and outreach; management of information and infrastructure; and leadership of the Foundation's monitoring evaluation and learning (MEL) work.

The **Associate Communications Officer** will support the effective delivery of the Foundation's Communications workplan. Working under the supervision of the KLC Senior Programme Manager and in close collaboration with members of the Communications and other programme teams, the Associate Communications Officer will support the maintenance of the Foundation's websites; create content for social media platforms and other copy; and support event coordination and promotion. Cross-team work is integral to this position and the Associate Officer will be expected to collaborate closely with colleagues in relevant areas.

KEY RESPONSIBILITIES

1. Communications responsibilities

- Support the planning and creation of content for all social media channels including the Commonwealth Foundation's Creative social channels
- Support the maintenance of and content development for the Foundation's websites, helping to ensure that content is up to date
- Participate in the review and monitoring of all our digital communications reach and digital metrics to inform monthly digital planning meetings
- Support the delivery, coordination and promotion of the Foundation's online and in-person events
- Prepare written copy and multimedia content for the Foundation's mailing list and other online channels
- Prepare briefing notes for senior staff, assist with reports and presentations
- Monitor and engage with sector news, trends and ongoing debates and discussions around the Foundation's thematic focus areas.

2. Programme Management

- Contribute to all planning processes including annual planning
- Ensure that all procedures required for the implementation of the workplan are uniformly applied
- Maintain relationships with key external partners to advance the objectives of the programme
- Ensure that the Foundation's cross-cutting priorities – most especially gender and inclusion and small and vulnerable states – are appropriately integrated into all aspects of programme work.

3. Whole of Foundation support

- Contribute to whole-of-Foundation initiatives as requested
- Actively and creatively contribute to strategic and long-term planning
- Perform any other reasonable duties and tasks as requested by the Foundation.

THE INDIVIDUAL

The Associate Communications Officer will possess or be working towards the competencies set out in the Foundation's competency bank under the 'officers' column.

The Associate Communications Officer will also demonstrate an understanding of, and commitment to the Foundation's vision, mission and values.

The Associate Communications Officer is expected to have the following skills and experience:

Essential

- Experience of online community management and marketing – both mailing lists and social media
- Knowledge of business support processes, tools and computer business applications including Microsoft Office and video calling software
- Strong administrative skills, ideally within a communications environment
- Strong and flexible writing skills with excellent attention to detail: preferably some copywriting and editing experience
- Ability to work collaboratively within the team and with the Foundation's partners.

Desirable

- Experience of online community management and marketing in the creative sector
- Experience using website content management systems
- Experience of using Adobe Creative Cloud Applications (Photoshop, InDesign, Premiere Pro)
- Knowledge of Google Analytics & Zoom Webinars
- Experience of charity, intergovernmental or civil society organisation communications.