



Job description

Role: Programme Officer, Knowledge, Learning and Communications

Reports to: Programme Manager, Knowledge, Learning and Communications

Summary description

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

The Programme Officer (PO) will support the effective delivery of the Foundation's Knowledge, Learning and Communications workplan. Working under the supervision of the KLC Programme Manager, they will be responsible for maintaining the Foundation's websites; planning and creating content for our online channels that communicates meaningful results and tells the Foundation's story in as engaging way as possible; event coordination, facilitation and promotion; support for media relations; support for annual reporting and results monitoring; and support to Foundation staff in the optimal use of communications tools and IT. The PO will contribute to refining and adjusting the Foundation's communications strategy and approach to monitoring and evaluation to ensure its technical quality and strategic value, and that both are contributing to the Foundation's vision and mission. Cross-team work is integral to this position and the PO will be expected to collaborate closely with colleagues in relevant areas.

KEY RESPONSIBILITIES

1. Programme management

- Manage delegated elements of the programme budget: monitoring budget allocation and expenditure
- Ensure quality control over all delegated programme deliverables with a high level of attention to detail, including all internal and external reporting and communications
- Ensure that all procedures required for the implementation of the workplan are uniformly applied, carefully monitored and regularly reviewed
- Maintain systems of oversight, information collection, and analysis appropriate to requirements relating to quality control, reporting, monitoring, evaluation and learning
- Build and maintain relationships with key external partners to advance the objectives of the programme
- Ensure that Foundation cross-cutting priorities—most especially gender and inclusion—are appropriately integrated into all aspects of programme work and procedures including M&E systems and reporting
- Contribute to all planning processes including annual planning

2. Specific communications responsibilities

- Manage content for the Foundation's websites including developing website functionality with web developers to meet evolving needs. The Programme Officer is responsible for publishing events, grants calls and projects, making updates to the Commonwealth Short Story Prize and *adda* magazine, and ensuring the main pages are kept up-to-date at all times
- Prepare email journeys and online campaigns that captivate and activate audiences during the most important events in our workplan
- Generate ideas to support online community building
- Plan and create content for all social media channels, monitoring and reporting on social media reach and digital metrics
- Play a leading role in the planning, promotion and facilitation of Foundation events
- Ensure the Foundation's brand and house style is applied consistently.
- Monitor the Foundation's digital channels including email inboxes, comments on the website and social media, keeping the Programme Manager aware of developments and responding to queries from our audiences and the press
- Prepare copy and content for briefing notes, reports and presentations
- Guide and support staff in their communications

3. Specific knowledge and learning responsibilities

- Coordinate and support data collection and monitoring results against our strategy
- Support annual reporting and documenting our work
- Generate writing and other media that captures ideas and best practices from our work and communicates it effectively with wider audiences
- Monitor and engage with sector news, trends and discussions
- Guide staff in the effective use of information technology including platforms like Zoom Webinars and databases like Airtable
- Conceptualise and set up larger projects with consultants to help tell our story of change and impact, including for example major web development projects and video production

4. Internal collaboration and cooperation

- Contribute to the Foundation's monitoring, evaluation and learning in compliance with the organisation-wide approach
- Work collaboratively with the other Foundation programmes, identifying opportunities to maximise synergies towards the Foundation's vision and mission.

5. Whole of Foundation support

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

THE INDIVIDUAL

The PO (KLC) will possess all of the competencies set out in the attached annex under the ‘Officers’ column.

The PO (KLC) will also demonstrate an understanding of, and commitment to, the Foundation’s vision, mission and values. The PO (KLC) is further expected to demonstrate:

- Experience in communications gained within a comparable field (development, political, civil society, which could include education, charity, or advocacy) or a comparable operating environment (international non-governmental or intergovernmental)
- Experience in storytelling and reporting
- Appropriate tertiary qualifications or additional experience in lieu of such qualifications
- Strong written and oral communication skills—particularly in pitch, negotiation and persuasion and presentation
- Capacity to think and plan strategically
- A practical, solutions-based mindset
- Knowledge of international relations and/or development
- An appreciation of diplomacy and its operation in the context of the work of the Foundation