



## Job description

<b>Job Title:</b>	<b>Communications Manager</b>
<b>Location:</b>	<b>Geneva or London</b>
<b>Reports to:</b>	<i>Head of Membership and Communications (Geneva)</i>
<b>Responsible for:</b>	<i>None</i>
<p><b>Job Purpose:</b> To raise the profile of the CHS and promote the work of the CHS Alliance amongst key audiences including members, partners, media and the wider sector, through the production of engaging and persuasive communications materials.</p>	
<p><b>Main Responsibilities:</b></p> <p><b>Promotion of the Core Humanitarian Standard on Quality and Accountability (CHS)</b></p> <ol style="list-style-type: none"> <li>1. Actively promote the use, application and measurement of the CHS in all fora with CHS Alliance members and the wider sector;</li> <li>2. Lead on communications for the CHS (website content, publications and marketing), working in collaboration with communications staff at Sphere and Groupe URD, and ensuring information is accurate and up-to-date;</li> </ol> <p><b>CHS Alliance communication</b></p> <ol style="list-style-type: none"> <li>3. Work with the Head of Membership and Communications to develop and implement the CHS Alliance membership and communications strategies, delivering on agreed commitments, to help meet the team's objectives;</li> <li>4. Develop and maintain a range of print and digital materials to effectively and proactively communicate the CHS Alliance's mission, vision and main messages to key global audiences. This includes managing the copywriting and production of the Annual Report and other publications, production of leaflets, case studies, newsletters, social media toolkits, animations, videos and other materials as required;</li> <li>5. Manage the editorial calendar and content, including copywriting, for the monthly CHS Alliance newsletter;</li> <li>6. Lead on media relations, working closely with the Head of Membership and Communications to identify opportunities for proactive media outreach and drafting reactive messages</li> </ol>	



7. Maintain and update content on the CHS Alliance website using the Content Management System, to ensure information is current, clear, concise and engaging;
8. Manage the CHS Alliance's presence at external events and represent the organisation professionally to stakeholders, including partners, prospective and current members and donors. Coordinate an annual events calendar and support the preparation and delivery of CHS Alliance conferences and events;
9. Manage the development and production of CHS and CHS Alliance branded collateral for events;

**Other**

10. Build and maintain relationships with internal and external partners including staff, media, sector partners and service providers;
11. Additional duties as required.

**Key Contacts:**

**Internal: Head of Membership and Communications, Communications and Membership Officer, Executive Director, Senior Management Team and all other staff.**

**External: Web and other support services; members, media, sector partners.**

**Person Specification**

	Essential	Desirable
<b>Qualifications:</b>	<ul style="list-style-type: none"> <li>- University degree or equivalent professional qualification, with at least 8 years' experience working in an organisational communications role and/or media management.</li> </ul>	
<b>Experience:</b>	<ul style="list-style-type: none"> <li>- Copywriting on a range of external communications materials, including media releases, articles, and reports.</li> <li>- Proactive approach to meeting deadlines and delivering results with limited supervision.</li> <li>- Content production for a range of social media materials.</li> <li>- Success in building relationships with members, partners, contractors and media.</li> </ul>	<ul style="list-style-type: none"> <li>- Experience working with non-profit organisation.</li> <li>- Experience in the humanitarian sector</li> <li>- Understanding of the application of quality &amp; accountability standards and codes of good practice.</li> </ul>
<b>Knowledge:</b>	<ul style="list-style-type: none"> <li>- Ability to develop and implement a communications strategy for a global organisation.</li> <li>- Knowledge of a broad range of communication tools and techniques with technical skills in delivering outputs such as, but not limited to, website content management systems and social media and experience in database maintenance.</li> </ul>	<ul style="list-style-type: none"> <li>- Knowledge of key international institutions in relief and development.</li> </ul>
<b>Skills:</b>	<ul style="list-style-type: none"> <li>- Fluency in written and spoken English. Publication standard writing skills and proven experience in editing and proofreading.</li> <li>- Strong interpersonal engagement and relationship skills</li> <li>- Strong verbal and written communication skills</li> <li>- Ability to analyse complex information from different sources and to synthesise this information into coherent briefs and communication documents.</li> <li>- Flexibility, creativity and effectiveness in working collaboratively in a small multicultural team.</li> </ul>	<ul style="list-style-type: none"> <li>- A good knowledge of French is an advantage; other languages are an asset.</li> </ul>



<b>Other:</b>	- Commitment to the CHS Alliance's vision, mission and objectives.	
<b>Job Description and Person Specification Prepared by:</b>  Name: Rosa Argent, Head of Membership and Communications Date: March 2019		