



CARE International Secretariat

JOB DESCRIPTION

Position title : *Communications Information & Learning Officer*

Supervisor : *Head of Global Communications*

Direct reports : *None*

Post : *50% FTE*

Location : *Flexible, close to European time zone*

Travel Requirements: *Minimal*

BACKGROUND

CARE International is among the world's largest international non-governmental humanitarian relief and development organizations. Drawing on its 75 years of experience, through its confederation of 21 CARE member partners, as both a practitioner and thought leader, CARE International's work reaches 100 countries worldwide to save lives, defeat poverty and achieve social justice.

At the core of the Confederation is a small, globally distributed Secretariat, which provides coordination and support to its Members in many areas as governance, strategic planning, communications, membership development and accountability, advocacy, humanitarian response, and program development. In addition, the Secretariat represents the CARE confederation at the United Nations and the European Union.

POSITION SUMMARY

Following the recent introduction of CARE Shares (Microsoft SharePoint) as the central knowledge management site for CARE worldwide, the global communications hub was built (2020) for CARE communicators to share and find materials resources and training.

Given the high turnaround of information and materials shared for communications purposes globally, this role will be responsible for the ongoing management, maintenance and development of the global communications hub, support the Confederation's smooth transition to this site, and ensure the site is consistently updated with the latest content and information. The position will also support the team in the development of an internal learning strategy for CARE communicators across the confederation, via the CARE Academy.

The role is ideally suited to someone who is highly organised, technologically savvy, and who has experience of knowledge management systems and digital training solutions. As this will be a highly networked role, languages and experience of working in a multicultural environment would be a distinct advantage.

MAIN RESPONSIBILITIES - specifically, but not limited to:

Information Management 25%

- Ensure Global Comms Hub (SharePoint site) is up to date with latest materials being shared across the CARE Communications Working Group, and lead the planning/updating/maintaining of site structures and populating it with priority content
- Liaise with CARE Shares Management Team in USA for support and adherence to global standards and to troubleshoot any user issues.
- Ensure that the site remains user-friendly and engaging (including images and clear web copy)
- Provide support/training to communicators globally on how to use the hub and support team to coordinate global meetings learning opportunities for CARE Communicators
- Continually test usability and put improvements in place that will enhance usability and increase uptake
- Develop an internal communication to highlight latest content and continually encourage sharing and engagement
- Monitor analytics and put in place data driven decision-making to drive greater engagement and uptake
- Leverage existing internal communication channels to promote the site
- Support wider knowledge management functions as required by the CI communications team, including support with priority projects including content migration to new external website

Training 25%

- Map training needs across CARE's communications working group
- Develop a training and capacity building outreach plan for communicators globally at CARE
- Source and develop digital training platforms to digitise trainings, and expand with internal podcasts etc
- Work with comms team to deliver digitalized communications training – to be presented on the Hub and through the CARE Academy
- Support logistical side of online and face to face events, including technical support, and arranging simultaneous translation.

TEAM:

The Secretariat global communications team is a small tactical team that coordinates CARE's brand and external communications (press and digital) across the Confederation, coordinating the wider communications working group and various task teams associated with that. Working in a fast-paced environment, the team work closely together while also being highly networked across the CARE Confederation. The CI Communications team continually strives for greater connection, creativity, innovation and impact across CARE's communications.

DIRECT REPORTS:

No direct reports

KEY WORKING RELATIONSHIPS:

Within the Secretariat: Head of Global Communications, Communications Coordinator and Humanitarian Comms Coordinator, Program Impact team, SharePoint leads CARE USA

Across CARE: Communications Working Group, Press and Digital teams, Country Office communicators, knowledge management teams, CARE Academy team (USA)

External: Agencies and vendors (digital training)

QUALIFICATIONS:

Education:

Work Experience:

- A degree or relevant qualifications in knowledge/information management, knowledge exchange or learning desirable, but significant experience and proven impact in these areas will be considered in the absence of formal qualifications.
- Minimum 2-3 years' experience in a similar role essential, experience of working in an international aid and development organisation desired.

Languages: English essential, other languages desirable (specifically French, Spanish or Arabic)

SKILLS, EXPERIENCE AND ATTRIBUTES:

- Exceptional organisational and written communication skills
- Proficiency with Office 365 - prior knowledge of SharePoint is desirable but training will be provided
- Ability to work under pressure and deliver to deadlines
- Excellent attention to detail
- Good communication and team-working skills
- Ability to work with a diverse range of technical colleagues and to work independently with limited supervision.
- Experience of successfully influencing staff at all levels within an organisation
- Knowledge/experience of planning and producing online digital trainings
- Comfortable with, and able to quickly learn, new technologies
- Able to gather user requirements and translate into achievable solutions
- Proven experience of delivering logistical support to face-to-face and online meetings and workshops and/or training events highly desirable
- Ability to function in complex, changing environments, and to work with diverse groups as well as independently

We are committed to preventing all unwanted behaviour at work. This includes sexual harassment, exploitation and abuse, and child abuse. We expect everyone who works for us to share this commitment by understanding and working within the CARE Safeguarding Policy and related framework.

CARE International has a zero-tolerance approach to any harm to, or exploitation of, a vulnerable adult or child by any of our staff, representatives or partners. CARE International reserves the right to seek information from job applicants' current and/or previous employers about incidents of sexual exploitation, sexual abuse and/or sexual harassment the applicant may have been found guilty to have committed or about which an investigation was in the process of being carried out at the time of the termination of the applicant's employment with that employer.

By submitting the application, the job applicant confirms that s/he has no objection to CARE International requesting the information specified above.

All offers of employment will be subject to satisfactory references and appropriate screening checks, which can include criminal records and terrorism finance checks. We will seek at least two references, one of which must be your most recent employer. We participate in the [Inter Agency Misconduct Disclosure Scheme](#) and will request information from job applicants' previous employers about any findings of sexual exploitation, sexual abuse, child abuse and/or sexual harassment during employment, or incidents under investigation when the applicant left employment. By applying, you confirm your understanding and agreement of these checks.

HOW TO APPLY

Interested and qualified candidates should submit their **CVs and a brief covering letter of interest in English to circruitment@careinternational.org by May 9th, 2021.** Only short-listed candidates will be contacted.

More Information on CARE International is available at www.careinternational.org.

CARE seeks to improve the lives of the most marginalized, particularly women and girls. Our diversity is our strength. We encourage people from all backgrounds and experiences to apply.