



## Job Description

**Position Title:** Senior Humanitarian Communications Coordinator  
**Location:** London (some home working possible)  
**Supervisors:** Care International (CI) Global Head of Communications (lead) and CI Humanitarian Operations Director  
**Post:** Full time (100%)

### SUMMARY

The Senior Humanitarian Communications Coordinator (SHCC) leads the global coordination of CI-wide media work in support of the CARE's global fundraising and advocacy objectives, and in ways that ensure CARE is first in the media when a disaster strikes. With strong links to CARE's country offices, this role is also key to driving CARE's content pipeline – supporting country offices (including through training and best practice promotion) to deliver a solid pipeline of both raw and polished content packages that support CARE members fundraising and advocacy requirements. Reporting to the Head of Global communications, the SHCC must be a strategic thinker, highly creative, and able to develop and maintain strong internal relationships across CARE International and with external networks, including the media, humanitarian community, and other strategic partners. This position requires c.30 percent travel.

### SPECIFIC RESPONSIBILITIES:

- 1. Global coordination of major humanitarian emergencies and field communications (approx. 50%)**
  - In emergencies, ensure a timely pipeline of updated communications materials and information needed for communications, advocacy and fundraising outreach to ensure we achieve CARE's ambition to be 'first in the media'.
  - Develop and produce global, multimedia content packages relating to our humanitarian work at key moments in the global communications calendar that will 'cut through' in multiple markets
  - Support the Country Offices affected by disasters by coordinating media requests, anticipating communications needs, and deploying communications officers as needed
  - Manage roster of deployable Communications Officers by enlisting new members and supervising deployed Emergency Communications Officers.
  - Deploy to the field as part of the first response team in a humanitarian emergency and/or when extra support is required that cannot be provided by a member
  - Brief senior CI secretariat staff on humanitarian communications messages when required
  - Engage with international media on news stories relating to CARE's emergency and humanitarian work
  - Work alongside CARE's global humanitarian advocacy team providing communications support to help achieve our organizational change objectives
  - Ensure CARE International's website and social media is updated with the latest emergency information and ensure global consistency of messaging and accuracy of information in CARE communications materials and channels

## **2. Capacity building, best practice promotion and training (approx. 30%)**

- Find creative and strategic ways to engage senior country office staff and field-based communicators as a means of increasing the quality and quantity of usable content from field to member office
- Train communications and emergency staff on communicating in emergencies, including on the protocols and policies relating to CARE's communications response
- Chair regular online events with country office communications teams, run competitions and incentivizing initiatives to drive best practices in content gathering, and ensure coherent use of CARE's brand standards and training materials
- Lead the production of new training materials, and update existing ones, using more interactive and creative formats (e.g. video) as well as ensuring CARE's communications handbook, emergency deployment roster, and emergency toolkit remain up-to-date
- Support the establishment and maintenance of systems, processes and incentives to improve the speed and efficiency of CARE's peer exchange, including by managing relevant skype/email groups with regular updates, managing follow-the-sun protocols, communications plans and calendars.
- Coordinate with relevant internal stakeholders and expert groups to develop tools and templates that support the confederations development of gender sensitive, emergency stories that emphasize CARE's competitive advantage.
- Monitor (internal and external) Key Performance Indicators relating to global communications emergency response work, including by finding creative ways to promote and embed best practice and lessons learnt following disasters

**3.** Undertake any other duties as required by the Secretary General, Deputy Secretary General, and Humanitarian Director, including backstopping for the CI Head of Global Communications when necessary.

## **QUALIFICATIONS**

- Bachelor's degree in journalism, communications, public relations or a related field;
- At least five years' experience in media or public relations, preferably in an international setting;
- Experience travelling, working or living in a developing country, preferably during an emergency or crisis;
- Experience in and demonstrated understanding of the field of international relief and development;
- Proven ability to work in all online and offline media channels
- Fluent written and spoken English, plus another major language desirable;
- Ability to act as a CARE spokesperson;
- Proven ability to produce corporate communications materials;
- Knowledge of Internet Content Management Systems
- Additional technical skills are desirable; proficiency in design and photo/video editing programs such as Adobe Photoshop, Adobe InDesign, Final Cut Pro, etc.

## **CORE COMPETENCIES**

- Excellent written and spoken communications skills;
- Flexible and adaptable;
- Able to self-manage, work under pressure and meet deadlines;

- Proactive and able to see the big picture;
- Dynamic, creative and innovative;
- Excellent interpersonal and team-building skills, and able to manage relationships across units;
- Able to plan, organize and deliver results;
- Committed to CARE's vision and mission.

**Main Internal Contacts:** Head of Global Communication; CI Humanitarian Director; CI Head of Emergency Operations, Communications Working Group (COMWG); CI Secretariat staff; CARE Emergency Group; Country Office staff;

**Main External Contacts:** Journalists and editors; Communications and advocacy staff of international NGOs, particularly Geneva-based.

**Supervisory responsibilities:**

- Care International Secretariat (CI) Intern (direct report)
- CI communications officer (for digital/website updates and support) (dotted line)
- Syria regional response team (for global support when required) (dotted line)
- Rapid Response Team Emergency communications specialist (dotted line)

**Language Skills:** Fluency in English required, second major language highly desirable.

**Travel Requirements:** Approx. 30% travel.

CARE offers the chance to work with a great team and make a difference to the world. In addition to a competitive salary, we offer generous holiday benefits and substantial pension contributions to the successful candidate.

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' 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.

- **How to apply**

Interested and qualified candidates should submit their **CVs and a covering letter of interest in English to [recruitment@careinternational.org](mailto:recruitment@careinternational.org) by Monday 10 December 2018**. Please include your indication of expected salary and confirmation of your right to live and work in the UK. Only short-listed candidates will be contacted.

More Information on CARE International is available at [www.care-international.org](http://www.care-international.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.***