



JOB DESCRIPTION

IDENTIFICATION	
JOB TITLE	Communications Associate – Internal Engagement & Coordination
REPORTING TO	Group Director, Partnerships and External Affairs
DEPARTMENT/UNIT	Global Communications Shared Services
DURATION OF CONTRACT	Two Years (Renewable)
DUTY STATION	Nairobi, Kenya

Amref Health Africa was founded in 1957 and has since grown to become the largest African-based international health development organisation; currently implementing more than 180 programs, reaching more than 40 million people across 35 African countries; and a staff complement of over 2,000. Headquartered in Nairobi, Kenya, Amref Health Africa has offices in ten countries in Africa – Burkina Faso, Ethiopia, Guinea (Conakry), Kenya, Malawi, Senegal, South Sudan, Tanzania, Uganda and Zambia. An additional eleven advocacy and fundraising offices are located in Europe and North America.

Amref Health Africa is driven by its vision of *'Lasting health change in Africa'* and its mission *'To catalyze and drive community-led and people-centred health systems while addressing social determinants of health'*. We believe that the power to transform Africa's health lies within its communities, and therefore strive to ensure that health systems are not only functional but that communities are empowered to hold these systems accountable for the delivery of quality and affordable health care.

JOB PURPOSE

This role will include the entire process of defining internal departmental communications requirements, leading on department culture change efforts and also managing all communication from external stakeholders to the organisational emails. For this, the job incumbent will need to be swift in responding to needs and requests that are both internal and external in nature.

PRIMARY RESPONSIBILITIES

- Support in securing internal content for a variety of internal communication channels (GCEO newsletters, Media Highlights, Intranet, Internal campaigns)
- Support the operationalisation of the Communications CRM within the organisation
- Support on internal and external branding initiatives ensuring branding guidelines are adhered
- Offer logistical and administrative support for donor, EN/A, Africa offices, journalists and departmental requests (filming licenses, permits, travel coordination)
- Support on departmental expense tracking, invoices and reimbursements and management of suppliers and other third part agents
- Support in ensuring all financial commitments and obligations within the department are met and establish, manage and maintain relationships with outside talent – suppliers, translators, videographers as necessary
- Lead in the management and oversight of the communications merchandise cost center and share monthly reports on the same

- Support on the departmental SLA monthly dashboard report
- Serve as administrative lead and support for both internal and external communications initiatives (Press Briefings, Book Projects, events planning, among others)
- Manage email responses on the Amref Info email address and ensure responses to external stakeholder enquiries are done in a timely manner
- Support Communications and the Shared Services group with travel bookings through ERP
- Support Amref's key thought leadership biennial conference Africa Health Agenda International Conference (AHAIC) as appropriate
- Manage the internal communication response to crisis situations which affect organisational perception and reputation
- Build on existing networks and developing internal communications contacts throughout the organisation
- Evaluate the use of the intranet and measure the effectiveness of content areas
- Work as a culture champion for the Communications unit
- Other duties as assigned

Expectations

- Detail oriented, self-starter who takes initiative to ensure a well-supported global communications operation
- Oversee and support on internal requests translating to external visibility in support of Amref's initiatives
- Collaborate with the communication team on creative concepts to raise visibility of Amref

REQUIRED QUALIFICATIONS

Education and Professional Qualifications

- Bachelor's Degree in Communications or any other related field

Required Qualifications and Experience

- Minimum of four (4) years' relevant experience in a communications role
- Experience project management is an added advantage
- Working knowledge of internal communication tools and channels

Knowledge, Skills and Competencies

- Excellent planning, co-ordination, organisational, communication and follow up skills.
- Strong attention to detail.
- Able to deliver quality work within tight deadlines and minimal supervision.
- Hardworking and results oriented.
- Good time management and organisational skills
- Experience of measuring effectiveness of communications
- Experience of writing for a variety of audiences
- Strong diplomacy and inter-personal skills

How to apply

Interested? Please visit our website <https://amref.org/vacancies/> to make your application. You will be directed to our online portal where you will need to create an account in order for you to be able to submit your application. Your application should include a cover letter detailing why you are the best fit for this position and your CV with relevant skills and experience. Closing date will be **September 21, 2023**. Only shortlisted candidates will be contacted.

Duly note that Amref Health Africa does not require applicants to pay any money at whatever stage of the recruitment and selection process and has not retained any agent in connection with recruitment. Although Amref may use different job boards from time to time to further spread its reach for applicants, all open vacancies are published on our website under the Vacancies page and on our official social media pages. Kindly also note that official emails from Amref Health Africa will arrive from an @amref.org address.

Amref Health Africa is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment. Amref Health Africa is an equal opportunity employer and has a non-smoking environment policy.