

Job Description



FUNCTION: Communications Officer

DATE: 06 August 2019

Part 1: Job Identity			
Position Title	Communications Officer	Grade/Level	TBD
Unit	Programme Development and Support unit	Job Code	TBD
Location	Rikolto in Vietnam Regional Office in Hanoi with occasional travel in Vietnam and abroad (for international communication team meetings)		
Reports to	Regional Director		
Responsible for	None		
Relation and coordination	<i>Name(s) of the functions or units</i>	<i>Type of relation e.g. coaching, sharing information etc.</i>	
	Regional Director	Information sharing; provision of input for IMT upon request; joint networking.	
	Program Development Advisor	Information sharing, coordination for communication products.	
	Junior Planning, Learning and Accountability Officer	Information sharing on data management and track record building; coordination for donor reporting.	
	Programme Manager, Coordinators and officers	Alignment and integration of programme needs with information sharing for communication purposes.	
	International Fundraising and Communications Team	Information and experience sharing, contribution to the joint objectives of the team, additional roles and responsibilities as determined within the team.	
	Admin and Finance team	Compliance with Rikolto's cost norms and financial accountability; collaboration on financial and administrative matters; collaboration on funding needs assessment and budgeting for proposals.	
Purpose of the Job	The purpose of the Communication Officer is (1) to spearhead and implement Rikolto's internal and external communication activities and (2) to increase Rikolto's network of potential partners and supporters.		

Part 2: Job Content and Context

Duties and Responsibilities	<ul style="list-style-type: none"> • Update and implement Rikolto in Vietnam’s communication strategy and workplan; • Oversee Rikolto’s public relations in Vietnam, including with the media; • Regularly update content on Rikolto in Vietnam ’s and international website, social media pages (Facebook, Twitter, LinkedIn Instagram, Youtube) and Rikolto’s internal social network (Yammer); • Oversee the design, production and copy-writing of all print material, including Rikolto’s annual report in Vietnam; • Prepare and send out Rikolto in Vietnam’s quarterly newsletter; • Manage photography and video content production; • Manage Rikolto in Vietnam’s mailing lists and contacts database; • Map out communication channels in the region and follow-up on opportunities for external communication; • Represent Rikolto at events and network meetings; • Support the programme team in developing content for advocacy (e.g. policy briefs, case studies, toolboxes, research summaries) and awareness-raising purposes (e.g. consumer campaign); • Maintain a database of photos, case studies and research/evidence; • Respond to general enquiries; • Monitor communication outputs and outcomes; • Report on internal meetings, workshop, events; • Participate actively in online and in-person meetings of the International Communication Team and take up additional tasks as agreed upon within the team; • Proofread all English and Vietnamese documents to be shared externally.
Authority	<p>The Communications Officer is a member of the Programme Development and Support unit without direct supervisory function. The position requires an active coordination with Regional Director, programme staff at the Vietnamese Regional Office and is member of Rikolto’s international communication, and cluster teams.</p>
Accountability	<ul style="list-style-type: none"> • Ensure the timely, adequate and effective implementation of Rikolto in Vietnam’s communication strategies; • Maintain compliance with Rikolto’s rules and regulations and brand style; • Maintain good relations with Programme Officers and management; • Maintain open and active relations with the International Communication Team.
Key Result Areas	<ul style="list-style-type: none"> • Regular updates on activities and progress are posted on Rikolto in Vietnam's website and social media pages; • Information sheets and brochures are updated and available; • Possible assignments from the International Communication Team.
Performance Indicators	<ul style="list-style-type: none"> • Yearly assessment report; • As per communication and fundraising workplans; • Participation in the International Communication Team.

Part Three: Job Competencies (Specifications)	
Academic Attainment	<ul style="list-style-type: none"> • Relevant university degree in communication, journalism, marketing, public relations, social sciences, project management or equivalent experience
Knowledge, Skills and Ability Requirements	<ul style="list-style-type: none"> • Excellent written skills with the ability to produce concise and creative content; • Very good working knowledge of English and Vietnamese, both spoken and written; • Tech-savvy (database entry, Excel, Microsoft Office 365, basic photo and video editing). • Knowledge of design programmes (eg. Adobe Indesign, Photoshop, Illustrator) or able to give a professional briefing to external designers.
Work Experience	<ul style="list-style-type: none"> • At least 2 years of experience in a similar position, coordinating communication processes and/or developing new projects; • Extensive experience in writing, editing and proofreading in a public relations, journalism or communications capacity; • Experience in content management and digital communications; • Experience in project cycle management (need assessment, conceptualization, planning, implementation, monitoring and evaluation); • Experience working for an international organization is desirable.
Aptitude and Interests	<ul style="list-style-type: none"> • Ability to work in an international and multicultural team; • Excellent communication, presentation and networking skills; • Ability to translate complex technical language and ideas into language easily comprehensible to non-specialists; • Ability to coach and empower colleagues to take up communication task; • Ability to plan and prioritise own work independently; • Ability to demonstrate initiative and work well under pressure; • Practical mind-set, results-oriented; • Ability to develop and manage budgets; • Positive attitude focused on win-win solutions; • Strong affinity with Rikolto's mission and values; • Ability and willingness to travel for work; • Acts with integrity and respects others (working together); • Constructively challenges self and others (making it happen); • Can be relied on to deliver commitments (accountable); • Creates strong morale and spirit in his/her team, fosters open dialogue and shares successes (building effective teams); • Inspires people to act (in accordance with Rikolto's vision and values); • Is creative, innovative and open for evolutions in communication technology.