



POSITION	Communications Officer
REPORTS TO	Resource Mobilization & Communication Manager
LOCATION	Nairobi
DIRECT SUPERVISEES	None
RELATIONSHIPS	All departments to ensure seamless flow of HFH programme and operations processes
CATEGORY	New position
DATE	

Job Purpose

The Communications Officer contributes to the development of communication and donor relation strategies for key programmes and campaigns and coordinates their implementation in developing and disseminating information to the general public, media, government, partner NGOs and other key stakeholders.

Key Responsibilities

- Support the Resource Mobilization and Communications Manager to develop HFH Kenya’s communication strategy and ensure its adoption across the organization.
- Increase scope and content from the field across all platforms including traditional media, social media, website and multi-media, to raise the profile of HFH Kenya’s grassroots activities and impact.
- Assist in the identification of opportunities for increased media coverage of HFH Kenya work nationally and at County levels.
- Take lead in the production of HFH Kenya’s annual reports (written and photographs), newsletter and programme brochures.
- Review documents and any other documentation from workshops, high level meetings as required and develop stories and blogs for external audiences.
- Commission short films/documentaries on relevant issues, or for specific events and in conjunction with field teams and staff.
- Periodically review and give oversight to all external HFH Kenya communications, including articles, blogs, website and social media, in compliance with HFH Kenya’s recognized policies.
- Desktop publishing and graphic design of print and online materials, including fact sheets, brochures, e-newsletters and social media sites, and will also help develop HFH Kenya branding strategies and marketing plans for new programmes,.
- Support the proposal development process with editing, formatting, compiling and creating graphics. .
- Co-ordinate the production and publication of the communications calendar including daily twitter, weekly blogs, monthly e-newsletter, monthly reports and annual reports.
- Takes a lead role in maintaining and updating the HFH Kenya website on a regular basis, helping to populate the Intranet with relevant and timely communications materials, and developing and executing upon HFH Kenya’s media strategy.

- Assist with coordinating external presentations and facilitating effective representation at public events.
- Supports the Advocacy Advisor in the planning, implementation and evaluation of events, ensuring consistency of media messaging from all staff.
- Supports the development of policy positions and briefing papers on key issues affecting housing.
- Contribute to the identification and documentation of best practices and lessons learnt and share knowledge within and outside the organization.
- Ensure the visibility of HFH Kenya at all levels.
- Enters all donor data from checks, correspondence, and online transactions into donor database on a daily basis and maintains accurate hard copy and electronic files
- Updates donor contact information to ensure current records are up-to-date
- Analyzes donor information and gifts to identify further fundraising opportunities. Reports findings to the development and communications teams.
- Explores capabilities of donor management system and shares this knowledge with staff
- Assist in research for funding opportunities and draft proposals as well as completing grant reports
- Creates acknowledgments, receipts, and destination notifications for donors on a timely basis
- Responds to donor inquiries (by email and phone) in a prompt and courteous manner
- Provides support in the creation and distribution of donor communications (electronic and print) and appeals, including disaster-related, destination and anniversary appeals
- Maintains donor confidentially and ensures compliance with related policies
- Seeks new processes to increase the efficiency and efficacy of the donor collection and stewardship process.
- Discharge management functions as may be delegated

KEY PERFORMANCE MEASURES / INDICATORS

- Regular update of website and intranet.
- Compliance to branding standards.
- Monthly activity reports on achieved targets.
- Regular publication / dissemination of internal / external briefs.
- Prompt updating of donor database.
- Updated tracking of communication with donors.

QUALIFICATIONS

- A Bachelor's degree in Communications / Public Relation or related discipline.

KNOWLEDGE, SKILLS & ABILITIES REQUIRED

- Sound I.T skills and especially desktop publishing skills and website management
- Database management skills
- Highly developed writing skills, able to write press releases, letters, country and county briefs etc.
- Good understanding of housing development issues
- Ability to design effective communications products, lead formulation of communication messages and strategies.

EXPERIENCE

- Three years' experience communications and media work preferably with a development NGO.
- Training and experience in public relations.
- Website management experience; comfort with social media tools and new media technology; experience with graphic/production design and/or desktop publishing.
- Demonstrated ability to listen to and support programme staff and partners, and to work with communities in a sensitive and participatory manner.

OTHER INFORMATION

- Ability to work long and odd hours, including weekends
- Confidentiality
- Honesty
- High levels of integrity