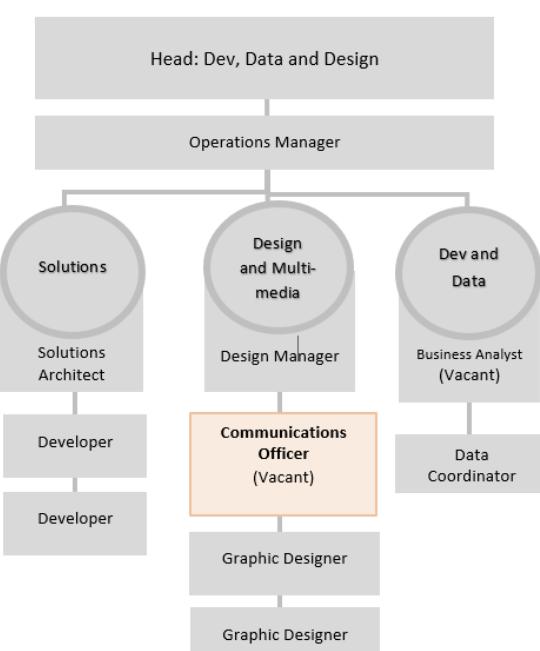


Job Description

POSITION DETAILS	
Name and Surname:	TBC
Position/Title:	Communications Officer
Team:	Dev, Data and Design (DDD)
Date of compilation:	05 February 2026

ORGANOGRAM	
<p><i>(Adjust as necessary. Include line manager, line manager's manager, all subordinates and colleagues)</i></p>  <pre> graph TD Head[Head: Dev, Data and Design] --> OM[Operations Manager] OM --> Solutions[Solutions] OM --> DMM[Design and Multi-media] OM --> DevData[Dev and Data] Solutions --> SA[Solutions Architect] SA --> D1[Developer] D1 --> D2[Developer] DMM --> DM[Design Manager] DM --> CO[Communications Officer Vacant] CO --> GD1[Graphic Designer] CO --> GD2[Graphic Designer] DevData --> BA[Business Analyst Vacant] BA --> DC[Data Coordinator] </pre>	

PURPOSE	
<p>The Communications Officer will support and coordinate communications across the organisation's programmes, including PACK, training activities, and digital innovation initiatives. The role is practical and delivery-focused, responsible for content creation, digital communications, and coordination with internal teams and country partners. The Communications Officer will help translate technical, training, and digital work into clear, accessible content for websites, social media, knowledge platforms, reports, and stakeholders.</p>	
<p>This is not a management role but requires independence, initiative, and strong organisational skills.</p>	

Job Content

Key performance areas (4 – 6)		% of time spent	Activities / Objectives / Tasks	Results / Outcomes
1	Digital and Content Communications	60	<ul style="list-style-type: none"> Manage and maintain KTF and PACK social media platforms, including planning, writing, and scheduling content. Draft and edit website content Translate technical, training, and digital content into accessible communications for diverse audiences. 	<ul style="list-style-type: none"> Social media platforms (KTF and PACK) are consistently active with scheduled, high-quality content that engages target audiences. Website content is accurate, up-to-date, and communicates technical information in a clear, accessible way. Technical or training content is successfully translated into communications that are easily understood by diverse audiences, increasing reach and comprehension.
2	Training and Digital Innovation Communications	10	<ul style="list-style-type: none"> Support communications for KTF training activities, including online learning, workshops, and capacity-building programmes. Develop content highlighting digital innovation initiatives (e.g. training platforms, digital tools, and learning systems). Assist with documenting and communicating the impact of training and digital initiatives. 	<ul style="list-style-type: none"> Communications materials effectively support training activities, workshops, and online learning initiatives. Digital innovation initiatives (e.g., learning platforms, tools) are promoted clearly, showcasing impact and encouraging adoption. Documentation and communication of training and digital initiatives' impact is accurate, timely, and contributes to organisational learning.
3	PACK and Country Engagement	15	<ul style="list-style-type: none"> Liaise with PACK country teams to gather updates, stories, and materials related to implementation, training, and digital use. Support the collection and organisation of content used for knowledge bases, databases, and media outputs 	<ul style="list-style-type: none"> Timely and relevant updates, stories, and materials are gathered from country teams to support communication outputs. Content is organised and stored in knowledge bases and databases for easy retrieval and use in reports, newsletters, or media products. Engagement with country teams supports consistent messaging and strengthens collaboration across projects.

Key performance areas (4 – 6)		% of time spent	Activities / Objectives / Tasks	Results / Outcomes
4	Publications, Reporting and Media	10	<ul style="list-style-type: none"> Support the development of newsletters, annual reports, donor updates, and organisational communications. Assist with media engagement, including drafting press releases, briefs, or case studies. Support communications for events, workshops, launches, and meetings. 	<ul style="list-style-type: none"> Newsletters, reports, and donor updates are produced accurately, on schedule, and meet quality standards. Media materials (press releases, briefs, case studies) are clear, professional, and effectively promote organisational initiatives. Communications for events and workshops are well-coordinated, contributing to smooth execution and enhanced visibility.
5	General	5	<ul style="list-style-type: none"> Maintain consistency of messaging and branding across KTF, PACK, training, and digital platforms. Provide ad hoc communications support across projects as required. Any ad hoc requests from Director. 	<ul style="list-style-type: none"> Messaging and branding are consistent across all KTF, PACK, training, and digital platforms. Ad hoc communications support is delivered efficiently, enhancing project visibility and responsiveness. Any ad hoc requests from the Director are handled promptly and accurately, ensuring leadership priorities are supported effectively.

KTU CORE COMPETENCIES	
1. Quality Orientation	Think critically about data. Put evidence into action for a positive impact on patients, healthcare & society. Encourage others to suggest improvements to work processes. Persistently focus on quality, as well as on results. Robust monitoring & evaluation, including pragmatic research.
2. Resilient, Proactive and Adaptable	Organised and proactive with strong attention to detail. Able to effectively identify and resolve problems. Composed under pressure. Adaptable to change. Optimistic and holistic approach.
3. Innovative	Use your knowledge, skills, and perspectives to promote innovation that adds value into health systems, providers, staff, patients.
4. Influence and Interpersonal Relationships	Ability to influence and interpret the needs of stakeholders, with a strong customer service orientation, shares information, is helpful and co-operative, works effectively with people.

MINIMUM REQUIREMENTS	
Qualifications	<ul style="list-style-type: none"> • Degree or Diploma in Communications, Journalism, Marketing, Public Relations, or a related field. • Minimum 3 years' experience in communications or digital content roles.
Skills	<ul style="list-style-type: none"> • Excellent written English and strong editing skills. • Experience managing social media and website content. • Ability to work with technical, training, or digital content (experience in health, education, or NGOs is an advantage). • Strong organisational and time-management skills.
Personal	<ul style="list-style-type: none"> • Practical, organised, and proactive. • Comfortable working independently and coordinating across teams and countries. • Curious about digital innovation and learning systems. • Reliable, collaborative, and detail-oriented.
Professional registration/ License	