

# JOB DESCRIPTION

## PROGRAMME AND COMMUNICATIONS MANAGER

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| <b>Position</b>   | Programme and Communications Manager |
| <b>Location</b>   | Home Based (in South-East Asia)      |
| <b>Position Type</b>  | Full Time                            |
| <b>Salary</b>   | Competitive/Negotiable               |
| <b>OVERVIEW</b>   |                                      |
| <p>Action4Diabetics (A4D) is a UK registered charity dedicated to saving and transforming the lives of young people with Type 1 Diabetes in South-East Asia. We provide patients from disadvantaged families with life-saving medical supplies and a range of other additional support services for free. In collaboration with local healthcare experts and hospitals, at present, A4D supports over 450 young people with Type 1 Diabetes across 6 countries: Cambodia, Laos, Malaysia, Myanmar, Thailand and Vietnam.</p> <p>We believe that no young person, no matter where they are from or how much money they have, should die from Type 1 Diabetes and are looking for a passionate and dedicated new team member to join us on our mission. The role offers a fantastic opportunity for someone who is interested in travel and working for a frontline NGO. Medical or charity experience is not a necessity but being willing and able to make a difference is.</p> <p>The primary function of the role will be to lead the development and implementation of the A4D Sponsor A Child (SAC) programme, a cornerstone fundraising exercise for the charity. The SAC programme presently has 80 enrolled children. We aim to have 100 children supported by A4D enrolled on SAC by end of 2020. The programme manager will be expected to travel and participate in joint home visits to patients with our partner healthcare professionals in the countries where A4D operates.</p> <p>On these visits the SAC manager will be expected to collect communications content for the charity and work closely with the Communications Lead to help deliver an integrated communications strategy. Awareness and publicity of A4D is promoted through professional and personal network, periodical newsletter and also various channels on social media. Tasks will include, but are not limited to, updating the official website of A4D and continuing the presence of A4D on social media with the objective of encouraging new partnerships and fundraising opportunities.</p> <p>The position reports to A4D Regional Manager and Communications Lead.</p> |                                      |

## **ROLE AND RESPONSIBILITIES**

### **Programme Management – Sponsor A Child**

- Facilitate enrollment of disadvantaged children into the A4D Sponsor A Child programme through close collaboration with relevant stakeholders
- Manage the online sign up form for donors and prepare e-welcome pack for donors including development of profile of each child and issuance of receipt
- Prepare and distribute twice-yearly report to each respective donor covering the progress of his or her sponsored child
- Manage and monitor expenses reimbursement in accordance with specifications and funding limitations
- Provide a detailed monthly reports about the ongoing programme including financial information to A4D Regional Manager
- Serve as a liaison with external key stakeholders and donors regarding implementation and any enquiries about the programme
- Travel on need basis and as agreed with A4D Regional Manager to various countries to evaluate the overall programme implementation and also to understand better the unmet needs of patients and their families
- Provide coordination support in relation to planning and organising activities related to the programme, as well as carry out important operational duties as assigned by A4D Regional Manager
- Further develop the programme features and marketing in order to ensure its sustainable development and achievement of ambitious growth targets

### **Communications**

- Support development and implementation of strategic communication plans to strengthen publicity of A4D
- Write a variety of different content to support communications and marketing efforts, including articles, newsletters, website copy, and brochures
- Work collaboratively with Communications Lead in the technological requirements of the website including purpose, content and design
- Contributing to A4D website and working with Communications Lead to maintain the function of the site
- Develop and implement a publishing schedule for A4D Facebook page with high quality content that builds meaningful connections and encourages community to take actions
- Share relevant and professional updates of A4D on LinkedIn periodically
- Response to messages or comments on all A4D social media channels (e.g. Facebook and YouTube)
- Create and/or update promotional materials like fact sheets, leaflets and event brochures
- Perform outreach to print-based media, online magazines, influencers and build strategic partnerships to grow A4D notoriety
- Explores opportunities to add value to job accomplishments

### ESSENTIAL SKILLS

- Genuine commitment to alleviating the suffering of children with Type 1 Diabetes and their families
- Ability to drive programme development and manage its implementation
- Excellent follow-through and persistence when corresponding with relevant stakeholders including healthcare professionals
- Good command of written and spoken English
- Proven good communication and writing skills with high level of creativity
- Familiarity website management and social media platforms (e.g. Facebook, YouTube) and how each platform can be deployed in different scenarios is desirable.
- Excellent time management and ability to meet deadlines
- Proficient in a variety of computer applications i.e. Excel, Word, PowerPoint
- Able to work independently and travel to various locations across the focus countries
- Good all round interpersonal skills and team player

### EXPERIENCE AND QUALIFICATIONS

- Degree, diploma or equivalent in any professional qualification
- No prior knowledge or experience is required in diabetes or healthcare
- Experience as a communication officer or equivalent experience in a similar role is desired
- Self-motivated and highly responsible
- Ability to produce video clips using apps or software is an advantage
- Ability to speak a local, South-East Asian language is an advantage

Updated: June 2020

Closing date: July 15<sup>th</sup>

To apply, please forward your CV and a Cover Letter to [nicholas@action4diabetics.org](mailto:nicholas@action4diabetics.org)

For further details please contact:

Fiona Ooi [fionaooi@action4diabetics.org](mailto:fionaooi@action4diabetics.org)

Nicholas Toomey [nicholas@action4diabetics.org](mailto:nicholas@action4diabetics.org)