

JOB PROFILE



JOB TITLE: HSP Programme Communications Officer	
DIVISION / DEPARTMENT / LOCATION: International/Humanitarian	JOB FAMILY: Communications
SALARY: £18,500 - £23,865 net per annum	LEVEL: C2
<p>TEAM PURPOSE: To ensure Oxfam has the management, technical and logistical capacity to both scale up and to respond rapidly to major humanitarian emergencies anywhere in the world.</p> <p>JOB PURPOSE: To strengthen Oxfam's response to humanitarian emergencies through the provision of information to internal and external audiences, including Oxfam International, on Oxfam's response to the emergency to which the postholder is deployed. To advise and support country and regional teams, building capacity to provide information in future programmes.</p>	
<p>REPORTING LINES: Postholder reports to: Communications & Knowledge Management Adviser. Whilst on deployment, will report to Programme Co-ordinator / Programme Manager, as designated in terms of reference. Staff reporting to this post: None</p>	
BUDGET RESPONSIBILITY: None	
<p>DIMENSIONS:</p> <ul style="list-style-type: none"> • Works independently, making decisions and problem solving on routine, new and complex issues/problems, which are often highly unpredictable in type, content, or circumstances. • Expert knowledge of relevant communications environment and programme context. • Provides creative/innovative solutions to wide range of problems/tasks/projects - some new/some routine. • Contributes to strategic development at a wider level within the programme. • Representing Oxfam to influential external contacts, and acting as key external spokesperson. • Achieves goals by influencing internal/external agenda/policies through using well-developed influencing, negotiating and sales skills. • Responsible for shaping work which has potential major impact on public image. • Requires ability to analyse and communicate complex information to a wide range of audiences. • Providing technical advice and specialist guidance on appropriate communications solutions across the organisation at all levels. • Achieves goals by influencing internal/external agenda/policies through using well-developed influencing, negotiating and sales skills. • Responsible for shaping work which has potential major impact on public image. • Requires ability to analyse and communicate complex information to a wide range of audiences. 	
KEY RESPONSIBILITIES:	

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Assignments will normally include the following responsibilities;

- To assess the communications needs and capacities of a programme, make recommendations for action and work with the programme team to follow this action plan
- To provide expert advice on communication related matters in the context of a particular crisis and to establish information flows, identifying who needs what information in order to influence these audiences.
- To maintain an overview of the humanitarian emergency and humanitarian issues by monitoring key information sources, both internal and external. To gather data on humanitarian needs, activity and response and to establish and monitor a distribution system to ensure that relevant people get documents for information and action.
- To co-ordinate the production and dissemination of information on Oxfam's work in a particular crisis across the organisation, with Oxfam International and to external demands.
- To collect, document and disseminate, in coordination with the Humanitarian Department Communications Adviser, human interest stories to illustrate and provide a 'human face' to the emergency situation and the underlying issues, including photographic images
- To act as the regional first point of contact for information needs regarding the emergency response. To act as communications liaison officer for the other International Oxfam affiliates.
- To advise Regional staff on the communication needs of humanitarian programmes and provide training and support to the region in order to increase their capacity to meet the communications needs in the future.

SKILLS AND COMPETENCE:

- High level of knowledge and experience of organisational communications
- Proven influencing and negotiating skills with internal and external audiences in complex and stressful circumstances.
- Exercises significant judgement in managing own workload
- Able to provide specialist communications advice/training/support to Team, Dept & Organisation
- Excellent communication and interpersonal skills, together with the capacity to remain calm under pressure and not lose sight of strategic priorities. Must be organised and efficient.
- A good understanding of relief and development issues.
- Good knowledge of written and spoken English, plus working knowledge of one or more additional languages (especially French, Spanish, Portuguese, Arabic or Swahili) would be a distinct advantage.