TERMS OF REFERENCE

Position Title: Communications manager

Programme/Hub: Climate, Environment and Nature (CLEAN) Helpdesk

Monthly Salary: R28,000 to R36,000 per month

Location: Cape Town, South Africa - The successful candidate is required to be based in Cape Town and only candidates who are eligible to work in South Africa will be considered for this post.

About SouthSouthNorth

SouthSouthNorth (SSN) supports national and regional responses to climate change through policy and knowledge interventions, partnerships and deep collaboration. We do this by connecting people and information, enhancing capability and mobilising resources to respond innovatively to the challenges and opportunities that climate change presents. In particular, we enhance developing countries’ access to climate information by brokering climate knowledge through formalised exchanges among various stakeholders. We assist decision-makers in delivering climate compatible development by informing policy formulation and implementation and bringing good governance to management of donor funds, technical assistance and project management. Being positioned in the Global South affords SSN a deeper understanding of, and connection to, the climate and development challenges facing the region.

SSN manages the Climate, Environment and Nature (CLEAN) Helpdesk programme. Details of the programmes that SSN currently implements are available at www.southsouthnorth.org.

Background on the CLEAN Helpdesk

The Climate, Environment and Nature (CLEAN) Helpdesk is a technical assistance facility that provides flexible, on-demand, rapid technical assistance to UK government agencies, embassies and central offices on requests related to Climate, Environment and Nature. The Helpdesk will support the delivery of the UK government’s ambitions on Paris Alignment and climate commitments. The CLEAN Helpdesk is a central gateway (repository and access point) for UK government departments to technical assistance to rapidly bolster the capacity to improve the uptake of climate information and climate risk analysis and adaptation assessment, including for integration, and to enhance compliance with the FCDO Climate and Environment Programme.
Operating Framework (PrOF) guidance. The CLEAN Helpdesk will simplify access to the full range of central Climate, Environment and Nature (CEN) Technical Assistance (TA), making it quicker and easier for officials to access the appropriate support.

Roles and responsibilities

Role Summary:
These terms of reference outline the role of an early career Communications manager. Duties of the Communications manager will include supporting CLEAN Helpdesk’s communication strategy, they will be responsible for all communications aspects including commissioning communications products, uploads to platform, and developing news pieces. This includes managing and maintaining social channels (newsletters), updating the website, producing communications content, ensuring compliance with donor branding requirements and coordinating related meetings and events. The Communications manager will support the implementation of the CLEAN Helpdesk including managing CLEAN Helpdesk’s general communications activities under the guidance of the Senior Project Manager and Programme Lead and working with the Knowledge Management Lead.

We seek someone with a strong work ethic, helpful attitude and willingness to learn to take on this role. The ideal candidate will be a problem solver with excellent communication skills and impeccable attention to detail and organisational skills. The candidate should also have experience working in an office environment, writing clear, concise content, and providing support to coworkers. An ability to multitask and meet changing deadlines and circumstances is essential to the position.

- Support the Programme Lead and Project Manager in preparing and managing the communications activities for the CLEAN Helpdesk, including commissioning communications products, uploads to the website, developing news pieces and supporting the CLEAN Knowledge Hub Strategy.
• Content creation for advertising the CLEAN helpdesk technical assistance service offering to donor country offices, regional and central departments, experts and calls for expression of interests (EOI) for experts.
• Create content for: website development, communications products, news pieces and blogs among others.
• Support the advertising efforts of experts to be short-listed to the Facility Roster of Experts (ROE).
• Manage media graphic content such as promo cards, flyers, two-page guidance.
• Manage production and delivery of promotional campaigns such as CLEAN Helpdesk newsletter (MailChimp).
• Engage with the CLEAN Helpdesk to source content for website and knowledge outputs.
• Collaborate as needed with the Knowledge Management Lead and other team members on projects and events that have a communications component.
• Be prepared to provide communications support for CLEAN Helpdesk events/meetings.
• Actively monitor analytics across social media and the website to track growth and report changes on a quarterly basis.
• Provide guidance and monitor compliance with donor branding requirements.
• Collect insights from Google Analytics and reassess communications.
• Manage the proofreading, editing, design and sharing process of all outputs.
• Support the monitoring, evaluation and learning of Facility outputs and outcomes.
• Organise and manage meetings in-person and virtual, including appointments with donor and stakeholders.
• Maintain online filing systems and ensure project documentation is well kept, amongst other things, to allow for effective internal Monitoring, Evaluation and Learning (internal and external).
• Provide ad-hoc communications support if requested in line with other responsibilities and if time permits.

**Skill and Experience Requirements**

• Undergraduate or postgraduate degree in a relevant field
• Solid understanding of resilience, sustainable development, and environmental issues
● The ability to write well in English combining clarity, interesting language and attention to
detail to ensure that spelling and grammar is correct in each post.
● The ability to know the boundaries around what can be communicated, how and to whom
● The ability to be concise and succinctly summarise complex scientific ideas
● Be able to use judgement when it comes to CLEAN helpdesk role and reputation online
● Experience working with CMSs (WordPress)
● Graphic design skills and a good command of Adobe Creative Suite, including document,
photo, video, and audio editing skills
● Experience of working in the Global South, especially in Least Developed Countries
(LDCs)
● Availability to travel internationally

Assets, but not requirements:

● Experience within the development cooperation sector and/or an international
organisation
● Experience of working with and reporting to different funders and donors from the
international development field and ideally with FCDO
● Experience using project management software. SouthSouthNorth uses Wrike.

Application process

To apply, please complete the following Application form.

Applications will close at midnight 14 January 2024 (SAST). Shortlisted candidates will be
contacted within two weeks of the closing date. If you are not contacted within this time period,
please consider your application unsuccessful. Unfortunately, we are not able to offer feedback
on any application made for this job posting.

SSN is committed to providing equal opportunities and practicing affirmative action employment
relating to race, gender and disability. Only candidates who are eligible to work in South Africa
will be considered for this post.

SSN reserves the right not to make an appointment.