

Terms of Reference for the Position of Communications Officer at SPARC for the COMPLUS Project

Background:

COMPLUS is an action research project that aims to strengthen the participation and voice of communities and community structures in urban pluralistic health systems for better alignment of health system actors around the common goals of accountable, responsive, and inclusive health systems. The project is funded by NIHR for the period of 4 years October 2022 – September 2026.

COMPLUS is a joint consortium led project that includes 4 partners; University of Cape Town, South Africa, CEBRAP, Brazil, The George Institute for Global Health, India and SPARC, India.

We are inviting a Communications Officer to lead and perform the communications work of the project consortium for the entire project duration.

Duties and Responsibilities of the Communications Officer:

1. Lead on developing, implementing and maintaining a website for the COMPLUS project and perform the following functions related to it:
 - a. Take briefing from all partners regarding content and structure of desired website
 - b. Suggest templates for using and choose template that is acceptable to all partners
 - c. Incorporate requirements of all partners – language, design, etc.
 - d. Develop an update schedule to the website and discuss with each partner's key contact to ensure information for update is supplied by them regularly.
 - e. Resolve any technical issues with the website and its use.
2. Lead on Social Media communication for COMPLUS and perform the following functions:
 - a. Create/Maintain already created social media handles on Facebook, Twitter, Instagram and YouTube.
 - b. Create an event calendar and seek contents for the same from all the partners
 - c. Update content to the SM handles per the event calendar.
 - d. Alert and take briefings from all the partners each month for any other planned events of the partner that needs to be advertised and/or reported on the Social Media platforms.
 - e. Alert and take briefings from the Project Manager each month for any other planned events of the partner that needs to be advertised and/or reported on the Social Media platforms
 - f. Constantly seek and engage with other relevant Social Media handles with prior consent from the Project Partners/Project Manager
 - g. Provide monthly reports on engagement statistics and provide strategic inputs on improving engagement outcomes

3. Lead on branding of COMPLUS and perform the following functions:
 - a. Create a brand colour palette to use
 - b. Create templates for various documents that the team will produce for the project – PPT, Reports, Letters, Applications etc. as directed by the Project Manager
 - c. Where requested standardize PPTs and other documents developed by the Project Team
4. Lead on developing the communication outputs for the project and for each partner on outputs related to COMPLUS:
 - a. Develop professional quality Reports using appropriate software.
 - b. Develop illustrations when requested.
 - c. Develop communication flyers such as invitations, event details, event reports, public communication documents etc.
 - d. Designing other project documents such as ToC for example.

Competencies expected:

1. Able to coordinate well with diverse individuals and teams and to work effectively with colleagues and stakeholders to achieve results.
2. Applies principles of ethics, transparency and non-discrimination.
3. Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability.
4. Treats all people fairly without favouritism.
5. Fulfils all obligations to gender sensitivity and zero tolerance for sexual harassment.
6. Openness to change and ability to receive/integrate feedback.
7. Strong interpersonal and communication skills. Articulate and confident oral communication and ability to engage and interact at various levels.
8. Strong analytical, writing, reporting and presenting abilities.
9. English is the working language for this position, therefore excellent oral and written communication skills in English are required.
10. Partners in Brazil may require content translated in Portuguese/Spanish. We do not expect fluency in these languages but will expect assistance with designing outputs that may use these languages, not requiring any linguistic abilities of these languages.

Education and Experience:

Degree in Communication, Mass Media or Journalism will be preferable. A minimum of 5-7 year's experience in similar roles is needed.

Location:

The role can be performed fully remotely, however travelling to some project events may be expected to cover communications actions related to the event.