



**Habitat for Humanity International in Cambodia
Job Description**

Title:	Communications Manager	Department name:	Communications
Reports to Title:	Deputy National Director	Cross-functional Reporting:	National Director
Location:	Phnom Penh	Job Grade:	8
Direct reports: List titles (or none)	Communications Assistant (when recruited)		

Position Summary:

The Communications Manager oversees the development, implementation, and assessment of the organization's strategic communications efforts. This includes managing program communications, brand building, public relations, storytelling, content creation, support for resource development, social media, and website development. Additionally, the role entails ensuring brand consistency, handling media relations, and facilitating internal communications.

Main Responsibilities:

1. Strategic communications: Develops, implements and assesses a communications plan that raises awareness, generates support, and establishes Habitat Cambodia as a thought leader in the country's affordable housing sector by leveraging its track record, networks, and channels to reach its target audiences (donors, partners, government, etc.)
2. Consistent messaging: Supports all Habitat Cambodia's program/project activities and milestones, advocacy and fundraising campaigns by crafting and delivering consistent, unified, and on-brand messaging and visuals (photos and videos).
3. Brand building: Engages mainstream and social media to grow Habitat Cambodia's brand equity among target stakeholders. This includes consistently posting relevant content on social media and updating the website with accurate and up-to-date information. Monitor the effectiveness of these activities through the monthly reporting of a predetermined set of tracking metrics.
4. Storytelling and content creation: Undertakes planning, production, and gathering of stories, photos, and videos that showcase the results, outcomes, and impacts of Habitat Cambodia's work for amplification among its target stakeholders. Facilitate the production and publication of a quarterly Habitat Cambodia e-newsletter.

5. Oversees Habitat Cambodia’s graphic design work, including printed materials such as event signage, displays, emails, flyers, mailers, etc.). Coordinate the work of freelance designers, copywriters, editors, and web developers as needed.
6. Collaborates with other departments to achieve Habitat Cambodia’s strategic business objectives. This includes working with the Resource Development and Programs teams to support fundraising campaigns and provide input in proposal and program development stages.
7. Coordinates as needed with Habitat for Humanity International’s Global Communications team in the Asia-Pacific region and beyond on wider Habitat communications initiatives.
8. Coordinates with relevant departments (Resource Development, Program Operations, Volunteer Engagement, Global Village) to ensure effective hosting of the field visits of donors and partners.

Other Tasks

- Develops and implements robust informed consent procedures (local language, should inform the intended use of the image, nature of audience, etc.). Makes sure parents and children are prepared and briefed prior to taking images.
- Be sensitive to personal privacy and safety when sharing identifying details. Identifying information should not be included in images and stories about children.
- When depicting subjects, photos should always be presented with dignity to fully align with our brand platform tenets of strength, stability, and self-reliance.
- Performs other duties as assigned by supervisor.

Success Criteria: Indicate the metrics or other standards that will be used to measure success in this role.

- Tasks, support, and contributions are of quality and achieved/delivered in a timely manner.
- Administration of Communications unit is delivered satisfactorily.
- Level of satisfaction of relevant units and donors remain continually high, and expectations are well managed.
- Communications’ strategy for the country programs is developed, rolled out, and updated as needed.

Typical Training & Experience

(Education, and Experience - briefly describe the **minimum** education and/or experience required)

Education:

- Master or post graduate degrees in International Relations, Marketing, Media Communications, or related fields.
- Proficient in Microsoft Office Suite and Adobe software (Photoshop, Illustrator, Premiere).

<p>Required Knowledge & Expertise (Competencies and other specifics related to this role and level required)</p>	<p>Experience:</p> <ul style="list-style-type: none"> • At least 5-7 years of work experience in a communications role with a similar size NGO or company with at least three (3) years covering managerial and/or regional responsibilities. • Ability to write and edit press releases, and professional communications reports (annual, quarterly, and monthly basis). • Good experience and understanding of digital media channels (Facebook, YouTube, LinkedIn, Instagram, ...etc.) • Capable of handling multiple projects simultaneously in a dynamic and fast-paced work environment. • Excellent presentation and verbal communication skills • Familiarity with branding best practices. • Good command of English and Khmer, both verbal and written. <p>Preferred – in addition to minimum:</p> <ul style="list-style-type: none"> • Ability and willingness to work with a flexible schedule. • Able to solve problems and make decisions independently in a creative and effective manner. • Knowledge of basic web development, SEO and digital content management (WordPress platform). <p>Competencies:</p> <ul style="list-style-type: none"> • Strong commitment to multi-tasking, team facilitation, team collaboration including good interpersonal and negotiating skills. • Proven capacity to interact and convince Habitat home partners, government partners, and donors through effective communications. • Proven integrity and good character especially in the stewardship of resources, transparency, and accountability. • Strong commitment to uphold the organization’s Christian roots and principles. • Ability to work in cross-cultural work settings with cross-functional teams.
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<p>Values and Safeguarding</p>	<ul style="list-style-type: none"> • Active support of HFHI Values: <ul style="list-style-type: none"> ○ Humility – <i>We are part of something bigger than ourselves</i> ○ Courage – <i>We do what’s right, even when it is difficult or unpopular</i> ○ Accountability – <i>We take personal responsibility for Habitat’s mission</i> • Safeguarding: <i>HFHI requires that all employees take seriously their ethical responsibilities to safeguarding our intended homeowners, their communities, and all those with whom we work. Managers at all levels have responsibilities to support and develop systems that create and maintain an environment that prevents harassment, sexual exploitation and abuse, safeguards the rights of homeowners and community members (especially children), and promotes the implementation of Habitat for Humanity’s code of conduct.</i>
<p>Authorities and Authority Limits:</p> <ul style="list-style-type: none"> • Assign Communications’ assets to relevant staff as needed. • Decide on placement of information boards within project areas. • Provide Habitat Cambodia’s information to various legitimate partners. 	
<p>Working Conditions and Requirements:</p> <p>Travel Expectations (Percent of time spent traveling)</p> <p>International: <u> 5% </u> Domestic: <u> 30% </u></p> <p>Will the individual in this role typically work with children or HFH homeowners: Yes (<u> x </u>) No (<u> </u>)</p>	
<p>Form submitted by supervisor:</p> <p>Name: Date:</p>	<p>Accepted by employee:</p> <p>Name: Date:</p>