



Intersectional Field Communications Coordinator M/F

Médecins Sans Frontières (MSF) is an international, independent, medical humanitarian organisation, founded in 1971 that delivers emergency aid to people affected by armed conflict, epidemics, healthcare exclusion and natural disasters. MSF offers assistance to people based only on need and irrespective of race, religion, gender or political affiliation. MSF operations are managed out of 5 sections (OCs), based in Paris, Barcelona, Brussels, Amsterdam and Geneva.

We are looking for **an Intersectional Field Communications Coordinator**.

Mission

MSF has been present in the Democratic Republic of Congo since 1977. We run some of our largest programmes in the country, working in 20 of 26 provinces. We respond to disease outbreaks, the health and humanitarian consequences of conflict and displacement, and specific medical issues, including HIV/AIDS. In 2024 the budget for MSF's activities in DRC exceeded €100 million.

Communicating about our work, the people we assist and the crises we witness is a core element of MSF's identity. Considering the high volume of activities we undertake in DRC, and to reflect that work in a transparent and accountable way, we have reviewed the setup of the communication team in the country.

Objectives of the position:

The Field Communications Coordinator (FCC) will manage the DRC communications team (7 field comms managers and officers based around the country) and will lead this team in defining and ensuring relevance, quality and coherence in the communications initiatives undertaken. The FCC will guide and drive national and international communication initiatives from the field, raising awareness of the medical and humanitarian crises in the country.

The FCC coordinates with the Heads of Missions (HoMs) and the BALI Office (Bureau Administratif et de Liaison Intersection) to identify key communications priorities and messaging, and how to best allocate resources and budget to match those priorities for the Operational Centers in the country.

Place within the organisation:

The FCC liaises closely with other MSF communications staff across the movement. The FCC reports to the BALI representative, has strong functional links with the Head of Missions in the country and receives support from the DRC Communications Advisors in respective Operational Centers through the assigned focal point.

Regular visits to the projects are essential.

Strategy, lead and coordination of MSF communications efforts in DRC:

In collaboration with the HoMs, the FCC leads the definition of the communications strategy for the missions, advises on public positioning, and remains responsive to emergencies and crisis communication needs.

The FCC ensures that an 'early warning system' on national issues and news is in place, that major media/social media trends are monitored and analysed, and that this information is shared with the Head(s) of Missions, medical coordinators, humanitarian affairs officers, and other communications staff in the country and headquarters.

The FCC produces, disseminates and implements the annual Country Communications Framework (CCF), and develops and drives ad hoc strategies in collaboration with field communications team:

- Ensures coherent planning for MSF communications initiatives to maximise interest and impact at national and international level;
- Identifies communication opportunities and risks, and suggests an appropriate course of action;
- Advises HQ, HoMs and BALI on public positioning in support of national advocacy efforts;
- Networks with communications officials from the UN, national and international NGOs, MoH, Gov based in the country;
- Provides analysis on how other national/international/faith-based, NGOs/civil society organisations communicate on key issues and provides insight into their public agendas;
- If required, the FCC can act as an MSF representative in national forums or spokesperson for the media.

Content production:

The FCC is responsible for the quality and validation of written/AV content produced and published by their DRC team and will determine with desks, Comms Advisors (CA), HoMs and Medical Coordinators from each Operational Centre the best way for quick validation of communications initiatives.

The FCC is ultimately responsible for the management of dedicated social media channels and ensures the application of MSF social media guidelines for all staff.

They ensure that timely information/data/updates on MSF's operational projects and presence in the region are produced and shared to the wider MSF communications network.

Management and reporting :

The FCC attends the intersectional HoMs platform meetings and, when possible and relevant, attends regular coordination meetings held by the MSF Operational Centres present in the country.

They manage the communications team and provides them with technical support through regular project visits, ensuring consistency in the way the team works and promoting collective learning. The FCC sets the team members' objectives and evaluates their work on at least a yearly basis or at the end of their mission.

The role is responsible for the production of a monthly report on the activities carried out by the field communications team, reflecting on the results of the previous month and adapting the objectives for the month to come.

The FCC is responsible for flagging potential gaps in communications resources, leads recruitment at country level, and establishes development plans for field communication staff.

They manage the workload and priorities for their team and establishes a weekly communications activities plan (division of tasks), to be shared with the Head(s) of Mission and Communications Advisors from the Operational Centres.

Budget:

The FCC is responsible for establishing, presenting and updating the country's communications budget.

They manage and allocate the communications budget at country level according to identified priorities.

They coordinate with the Financial Coordinators that the budget is reflected in individual missions budgets or in the BALI budget.

Professional skills

- Essential: University degree in Journalism, Communications, Humanitarian Affairs, Political Science or a related subject
- Essential: at least 5 years' professional experience in communications, journalism or public relations
- Essential: previous experience identifying priorities and defining, implementing and reviewing a communications strategy (including during emergencies/crises and coordinating content production)
- Essential: previous experience with media management, coordinating communications strategies (notably during emergencies/crises), and content production
- Essential: proven experience working with social media and developing and implementing digital communication strategies
- Essential: field experience with MSF or other international NGOs
- Essential: previous experience managing a communications team

Skills:

- Strategic vision
- Leadership
- Capacity to work autonomously
- People management and coaching
- Planning
- Teamwork
- An outgoing personality, and good representation skills
- A demonstrable interest in the region and in humanitarian issues

Languages:

- Excellent command of French (native or functioning at that level)
- Excellent command of written and spoken English
- Regional language(s) an asset

Required qualities**Specifics of the position**

Status: Fixed term contract of 12 months – Full time. Location: Kinshasa (DRC)

Conditions:

Salary based on level 12 of the MSF field grid, according to experience.

The contractual terms, conditions and salary will be established according to the contractual MSF entity based on the candidate's residence and in respect of MSF standard function and salary grids.

Possibility to be accompanied by family according to the mission policy and conditions.

Expected starting date: June 2024.

Type of Contract : Fixed-term contract

Contract length : 12 months

Salary (€) : voir annonce

Deadline for submitting applications : 01/05/2024