

JOB DESCRIPTION



Job Title: Program and Community Manager
Hours: 8 hours per week (20% FTE)
Reports to: Chair of the Board
Responsible for: Interns, volunteers
Location: Remote/virtual
Duration: 6-12 months
Salary: 45 USD/hour

Background

The International Alliance for Diabetes Action (*iada*) is a partnership of over 40 international organizations with an interest in diabetes from different sectors that is developing concrete collaborative initiatives that will increase access to and quality of care for people with diabetes in humanitarian settings. *iada*'s four key thematic areas are: [1] Clinical and Operational Implementation, [2] Access to Essential Medicines and Diagnostics, [3] Policy, Financing and Advocacy, and [4] Data and Research. *iada* activities include providing expertise around diabetes care in humanitarian settings leveraging the broad knowledge and experience of the consortium members; help build consensus on critical issues; agenda setting by identifying key gaps and bringing awareness to critical issues that need to be prioritized and addressed; provide a platform for organizations to connect and collaborate; convene meetings such as symposia, webinars and workshops; facilitate collaboration and synchronization of current and planned activities between organizations; develop open-access training materials and educational resources; participate in advocacy to elevate the voices of people living with diabetes in humanitarian settings, push the international agenda and create accountability; and with the operational depth of consortium members provide technical and implementation support for diabetes care in humanitarian settings.

Job Purpose

The Program and Community Manager will help build, grow, and manage the *iada* community (online and offline) by coordinating the alliance around the objectives of the annual plan, managing communications, public relations, social media, content creation and helping plan live events, such as the annual symposium. They will also provide organisational management for the secretariat and together with the board of directors develop and implement a fundraising strategy.

Main Duties and Responsibilities

The Program and Community Manager has both internal and external responsibilities to help grow and coordinate *iada*:

- Internal (Program Manager):
 - Providing organizational management for the *iada* secretariat
 - Developing the alliance (together with the board and other team members) to bring in new and diverse members
 - Developing and implementing a fundraising strategy for the secretariat (together with the board and other team members)
- External (Community Manager):
 - Coordinating the alliance around the objectives of the annual plan, through regular group and individual communications and events
 - Managing communications and public relations, including social media for *iada*
 - Organizing symposia, workshops, and webinars

PERSON SPECIFICATION

Essential

- Excellent verbal and written communication skills
- Excellent social skills, able to operate with diplomacy, tact, and empathy with the capability to manage complex and confidential information
- Strong organization, attention to detail, and project-management skills
- Social media savvy (hands-on experience with social media management), knowledge of online marketing, creative, up to date with digital technology trends
- High level of competency with MS Office suite (e.g., Outlook, Word, Excel, and PowerPoint) and experience using digital communication tools (AV/VC conferencing)
- Demonstrable event management experience – in person and virtual
- Excellent interpersonal and presentations skills
- Comfortable working autonomously and across multiple tasks and reporting into different project working teams and staff members
- A high degree of personal organisation and self-management with proven ability to work under pressure and across time zones
- Ability to actively research trends and hot topics affecting the humanitarian and NCD sectors-- by engaging with the latest industry developments, community managers are better able to connect with relevant audiences and provide them with the most updated resources and best practices.
- Demonstrable experience of budget planning, fundraising, and HR support
- Ability to proactively identify key issues, think ahead, anticipate needs, and use judgement to adapt solutions to meet situational needs
- Fluency in written and spoken English with ability to communicate clearly and concisely, verbally and in writing, face-to-face and over the telephone at all levels
- Ability to remain focused and calm under pressure to deal with ambiguities and conflict
- Experience of drafting correspondence and other documents on behalf of senior executive.
- Comfortable when working to tight deadlines, and able to turn work around within a short time span where demands are liable to change at short notice
- Willingness to work in a flexible manner

Desirable

- Bachelor's degree/or equivalent qualification in marketing, communications, public health, or journalism
- Previous work experience in a medical or humanitarian environment
- Previous experience/or understanding of the NGO sector

Contact

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