

Vacancy: Communications Manager



Commencement: 23 January 2017 or earlier if possible

Based: Geneva, Switzerland

Reports to: Director

Applications close: 9 November 2016

Post: 80-100%

The International Service for Human Rights is seeking an outstanding **Communications Manager** to join our dynamic team.

Established in 1984, ISHR is a leading non-governmental organisation with staff in Geneva, New York and Abidjan.

ISHR works to support human rights defenders in their engagement with international and regional human rights systems, and to strengthen those systems so that they are more accessible, effective and protective for defenders.

Position overview

The Communications Manager is responsible for the strategic direction, planning and implementation of ISHR's communication activities, both online and offline.

ISHR's communications aim to be targeted, accessible and effective, seeking to:

- increase the capacity and expertise of human rights defenders;
- engage and influence key experts and decision-makers in relation to the protection of HRDs and an enabling environment for their work;
- build public understanding and support for the vital and legitimate work of HRDs; and
- obtain funds and donations to sustain and strengthen ISHR.

The key values that we seek to transmit through our communications are of an organisation that is principled, passionate, expert, collaborative and connected.

The Communications Manager also supervises the Communications Officer and communications interns.

Role and responsibilities

More specific responsibilities include:

- Develop and implement a communications strategy aimed at achieving the objectives and transmitting the values outlined above.
- Oversee the maintenance and development of ISHR's website, including in relation to technology, security, taxonomy and content.
- Manage the production of ISHR's digital publications and newsletters, such as the regular Human Rights Monitor.
- Coordinate and strengthen ISHR's social media presence and engagement across a range of platforms.
- Coordinate the production of ISHR print publications, such as handbooks, manuals and the annual report, including by defining publications schedules, editing articles/texts, supervising external suppliers (such as translators), providing input on design and format, and ensuring a high quality print product in a cost-effective and timely manner.

- Coordinate and further develop ISHR's multi-media and audio-visual communications, such as training and promotional videos, webcasting, photography, infographics and data visualisation.
- Work to strengthen ISHR's media profile and coordinate ISHR's media engagement, including through preparing and issuing media releases, pitching stories to journalists, and managing media enquiries and events.
- Draft and edit content for ISHR communications products.
- Work with programme staff to develop, promote and implement events, including through the design and dissemination of flyers, the set up of events, and the webcasting of events.
- Work with fundraising and development staff to prepare communications materials for donors or prospective donors.
- Work with programme staff to develop the communications elements of projects and activities, and with finance and fundraising staff to develop budgets and to secure resources in this regard.
- Manage the continued development and use of the organisation's customer relationship management system (CiviCRM).
- Carry out evaluations and needs assessments with diverse target audiences, including human rights defenders, and monitor and report on the reach and impact of ISHR communications.
- Provide training, advice and support to other staff in relation to communications issues.
- All such other tasks as may be assigned by the Director or are necessary for the effective operation of a lean NGO.

This job description outlines the current duties and responsibilities of the position. These will be reviewed on a regular basis with the position holder and are subject to change according to the needs and priorities of ISHR.

Qualifications and experience

It is highly desirable that the successful applicant has:

- A university degree or diploma in communications, marketing, public relations, journalism or related fields.
- 5 to 8 years of professional experience, including in communications and managerial roles.
- A strong commitment to, and passion for, the principles and practice of human rights.
- Native-level oral and written English, including excellent drafting and editing skills. Fluency in French, Spanish, Chinese or any other UN language would be considered an additional asset.
- Strong command of Word, Excel, Powerpoint, and at least one web publishing/content management system software such as Drupal.
- A good knowledge and competence in the use of MailChimp, Adobe InDesign, Adobe Photoshop, and Adobe Illustrator. In-house design skills would be considered an additional asset.
- Experience in the use of a range of social media platforms.
- Experience and established contacts with journalists and news agencies.
- Experience using CiviCRM or another customer relationship management database.
- Experience coordinating the production of reports, briefing papers, manuals and newsletters, including the drafting and editing of content, both online and offline.
- Experience managing and working with developers, designers or other external suppliers.
- Good knowledge of IT and internet requirements.
- Outstanding interpersonal skills and the ability to work collaboratively, flexibly and effectively in a small, dynamic international team.
- Proven management and organisational skills.
- Ability to multi-task and work under pressure to meet tight deadlines.
- Swiss or EU citizen/Permit B or C.

Equal opportunity

ISHR is an equal opportunity employer and actively seeks a diverse pool of applicants. Accordingly, while this is envisaged as a full-time position, part-time arrangements may be considered. For candidates outside Switzerland, ISHR may be able assist employees with obtaining the necessary visas and work permits and by providing relocation advice.

Salary

ISHR seeks exceptional applicants and offers competitive salaries and benefits. A salary in the order of CHF 6,750 to 7,250 per month (for a full-time role) is envisaged, depending on qualifications and experience. The successful applicant will be employed on an initial one-year contract with the possibility of ongoing employment.

Applications

Please submit a cover letter, curriculum vitae, contact details for two recent professional referees, and a brief communications product sample by email to jobs@ishr.ch by 9 November 2016.

Please use the subject title: Communications Manager.

Only short-listed candidates will be contacted.