

Mobile Solutions, Technical Assistance and Research (mSTAR) Project FHI 360

Communications and Outreach Officer Position Description

Job Summary:

Position Title : Communications and Outreach Officer
Reporting Line : Post holder reports to the mSTAR/Liberia M&E Specialist
Start Date : March 1, 2017
Duration : Initially 3 months with possibility to extend or be made permanent
Duty Station : Monrovia with frequent travels to the rural areas

The Communications and Outreach Officer will support the USAID funded Mobile Solutions, Technical Assistance and Research (mSTAR) Project primarily in the areas of civil servant mobile money enrollment events and outreach communications. S/he will serve as both part of the technical team based in Monrovia, Liberia and will work closely with the mSTAR Communications Specialist based in Washington, D.C. This role includes preparing and delivering awareness-raising campaigns and training on mobile money in selected counties, assisting civil servants with mobile money registration, capturing information that will be used in project promotion and ensuring all USAID marking and branding guidelines are followed. S/he will be required to interact directly with beneficiaries and stakeholders on a regular basis, including Ministry of Health and Ministry of Education staff electing to use mobile money, service providers, and Government of Liberia officials. S/he will also work closely with line ministry communications staff, communications stakeholders in Liberia such as radio stations and vendors that supply promotional materials.

Key Responsibilities:

- Works closely with M&E and technical staff to identify key areas of success to capture and translate into training and promotional materials.
- Provide publicity and promotional support for events and disseminates project highlights.
- Support the mSTAR team to carry out awareness campaigns, register beneficiaries, collect information, and provide support on troubleshooting problems.
- Develops project newsletters and internet content for the project.
- Liaise with line ministry communications staff to build capacity and create sustainable plans for continued service that will surpass the project lifespan of mSTAR.
- Provide routine updates to the Project Manager, mSTAR headquarters and other stakeholders (as requested) on progress of activities, constraints, issues, etc.
- Interface with stakeholders and donor as requested
- Assist team in providing guidance and training to stakeholders and beneficiaries around Communications strategies to achieve project goals.
- Support planning and execution of field trips, often through working with county-based line ministry staff.
- Provide support in organizing and conducting project meetings and trainings as well as reporting on results and note-taking.

- Build positive working relationships with project stakeholders including USAID, GoL, mobile money providers, etc.
- Share key articles with the team relevant to the project to ensure team members are up-to-date on current trends
- Develops success stories and video case stories to highlight provide activities and lead the learning document production component of the project.
- Draft sections of reports to donors.
- Other duties as assigned.

Required Qualifications and Competencies:

- Experience in leading communications strategies and outreach activities for development projects in Liberia.
- Must be able to read, write, and speak fluent English at a high level of proficiency.
- Experience working with mobile money, digital finance or USAID-funded programs for a minimum of two years, preferred.
- Experience in community engagement and coordinating communications for the full cycle of workshops or trainings (pre-, during, and post-workshop)
- Experience with multi-media products and diverse media channels in Liberia preferred.
- Articulate, professional and able to communicate in a clear, positive manner with clients and staff.
- Builds productive working relationships internally and externally.
- BA in development, business, economics, or other relevant field.
- Must be willing to travel domestically, including to rural areas of Liberia, up to 50%.
- Experience and/or interest in mobile solutions for social impact.
- Demonstrated time management skills.
- Energetic, creative and collaborative team player.
- Works well in teams, open to learning and following instructions.
- Ability to adapt and resolve problems/issues to bring to completion.
- Must be comfortable working in a fast paced and sometimes intense working environment.

Application Instructions:

All applications should be address to JKourgialis@fhi360.org and cc: ebustinza@fhi360.org and mjawara@fhi360.org by **19 February 2017**. Please indicate in the subject line of the email: "mSTAR/Liberia Communications and Outreach Officer."

Applications must include an up-to-date CV including contact information for 3 professional referees – preferably former or current employer.

Please Note: ONLY electronic applications will be accepted and only short-listed candidates will be contacted.

Posting period: Seven days