role profile

COMMUNICATIONS PROJECT MANAGER

Part-time (0.5 FTE, 18.75 hours per week)

FTC

# Role Purpose

To provide project management to the Global Communications team, and for communications services provided to internal clients. This is a job share, and you will work closely with the other Communications Project Manager in fulfilling the role objectives.

# Position description

**In this role, your accountabilities and responsibilities are…**

To work closely with the other Communications Project Manager to ensure continuity in service delivery and workload in the below areas.

**1. Project management**

* Day to day responsibility for overseeing team projects, especially communications services provided to internal clients, staff and ministries.
* Liaise with a freelance team of translators, designers, and other communications professionals to manage and develop our communications services.
* Delegated responsibility for specific elements of the Global Communications budget.
* Provide regular status reports to team and clients, and escalate issues to Head of Communication when appropriate.

**2. Communications services**

* Extend the reach and impact of IFES ministry through the provision of high-quality communications services.
* Act as the ‘public face’ of the team to clients, providing professional, friendly, and timely customer service.
* Maintain a high-level of customer service and act as the primary liaison with internal clients.

**3. Team support**

* Support the Head of Communication to develop and maintain clear communications policies.
* Some liaison with field staff and ministry leaders for research and content generation.

**In addition:** carrying out any other duties or projects within the scope, spirit and purpose of the job, as requested by the supervisor.

# Person specification

**To do this role, you will…**

* have demonstrable project management skills, ideally with related expertise and qualifications (eg PRINCE2)
* have experience of working with project management tools such as Gantt charts
* be able to manage a number of complex projects to deliver, on time and on budget
* have a proven ability to engage and direct external consultants and suppliers
* be a self-starter and able to work collaboratively within and across teams
* be able to work accurately with attention to detail and see projects through to completion
* be self-motivated, disciplined and able to prioritise tasks
* have good administrative and organisational skills
* have well-developed interpersonal skills, able to encourage responses from remote staff in order to meet deadlines
* be committed to maintaining high standards of professionalism in the team
* be able to communicate in a professional and friendly manner in written media, telephone, and in person
* work well as part of a team
* be computer literate, familiar with Microsoft Office, and familiar with or able to learn specialised project management tools such as Trello, AirTable, and TeamGantt.
* exercise good creative judgement
* be positive and adaptable to change in a fast-moving communications environment
* be a committed Christian in lifestyle and enthusiastic about world mission
* be excited by the vision of IFES ministry and in agreement with its doctrinal basis
* play a full role in the spiritual life of the office
* ideally (though not essential) have working knowledge of another language, preferably French or Spanish
* ideally (though not essential) have experience of working in a customer service environment.

**In this role, you will work with different people and teams, they are…**

* the Global Communications team, and the wider Global Advancement team
* International Services staff in the UK, USA, and Malaysia
* staff of IFES global ministries
* staff, students and volunteers of IFES national movements
* external suppliers

# The behaviour indicators expected in this role are…

**Delivering results:** This is about delivering through others with clear plans and an empowering approach to ensure accountability for delivery of customer outcomes.

**Learning and improvement:** This is about promoting an improvement, no-blame environment giving people confidence to try out new things and make and learn from mistakes.

**Communicating and influencing:** This is about role-modelling a truly open and transparent approach, communicating with impact around key messages, and reflecting Biblical values in interactions with staff and external stakeholders.

**Acting as one team:** This is about creating opportunities to work alongside, learn and solve problems collaboratively with a range of people across teams.

**Enabling change:** This is about helping others in times of change or uncertainty, giving them the confidence to trust and belief in you and IFES goals.

**Making decisions:** This is about setting priorities and enabling effective decisions based on appropriate analysis, data and understanding of customer requirements.

**Engaging people:** This is about creating opportunities for relationship building and building a supportive, respectful working environment.

**Christian spirituality and discipleship:** Playing a key role in the spiritual life of the office, including praying for colleagues and the ministry of IFES.

**Christian witness:** demonstrating Christian spirituality in your lifestyle and a regular commitment to a local church.

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| **Department:** Global Communications | **Division:** International Services UK | |
| **Reporting To:** Head of Communication | **Location:** Oxford, with occasional travel | |
| **Number of Direct Reports:**  0 | **Job Level:**  Band G  ***HR Use Only*** | **Job Ref No:**  ***HR Use Only*** |

# Safeguarding

IFES is committed to safeguarding the well-being of all service users, employees and volunteers who are involved in or affected by our work. All children and adults, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation, or identity, have the right to equal protection from all types of harm or abuse and the right to be treated with respect and dignity.

All employees and volunteers have a duty to prevent the abuse of children and adults and report any safeguarding concerns to the relevant person.