

JOB DESCRIPTION

JOB TITLE	PROGRAMME ASSISTANT	GRADE	2
PILLAR	Strategic Communications and Engagement & Development Impact (DI) Pillars		
ABOUT THE ORGANISATION	<p>We help make finance work for Africa’s future.</p> <p>Established in 2012 and supported by UK aid, FSD Africa is a specialist development agency helping to make finance work for Africa’s future. We work to reduce poverty through a ‘market systems development’ approach, which means we aim to address the structural, underlying causes of poverty by improving how financial market systems function.</p> <p>We believe that investing in building a financial system that is transparent, stable and accessible creates the conditions for a fair and sustainable future, where inequality is reduced, corruption is tackled, and where individuals, businesses and governments alike are able to prepare for future challenges, from climate change to political instability.</p> <p>From our headquarters in Nairobi, our team of financial sector experts work alongside governments, business leaders, regulators and policy makers to design and build ambitious programmes that make financial markets work better for everyone. Depending on the project, we can provide a combination of grants, investment capital, market insights or technical assistance to ensure we achieve our objectives.</p> <p>We focus our work where the need is greatest, and where we believe the potential for impact is the most significant. We have a specific mandate to invest in breakthrough, innovative ideas that we believe can have a transformative impact. By sharing risk with our partners, we’re able to address more difficult, persistent, or higher-risk challenges, in more unstable or fragile geographies, than traditional development finance organisations.</p>		
REPORTING RELATIONSHIPS	REPORTS DIRECTLY TO	Manager, Content and Communications Manager, Evidence, and Insights	
	REPORTS INDIRECTLY TO	Director, Strategic Communications and Engagement Director, Developmental Impact	
	DIRECT REPORTS	n/a	
	INDIRECT REPORTS		

JOB PURPOSE	<p>The Programme Assistant is responsible for the smooth running of the project and general administrative functions of the Strategic Communications and Engagement & Development Impact (DI) Pillars.</p> <p>The Programme Assistant makes an important contribution to the achievement of FSD Africa’s strategy by freeing up the pillar staff to focus on the substantive technical content of their roles</p> <p>The job holder promotes a client-oriented approach providing timely and quality support and coordinates key stakeholders (e.g. consultants, implementing partners, important contacts) and pillar teams to monitor the implementation of pillar workplans plans.</p>
<p>KEY RESPONSIBILITIES AND ROLE REQUIREMENTS</p> <p>Communication & Content Development</p> <p>Support the Directors and the Pillar teams in managing strategic relationships and rolling out the Pillar’s communication and advocacy plan:</p> <ul style="list-style-type: none"> • Work with the Pillar team in the development of written pieces and reports while taking the lead in the dissemination of these reports; ensuring that high standards of written English are maintained, and that content is adjusted to cater for the audience • Support the Pillar team in drafting and disseminating communications to project stakeholders • Follow a content plan to develop materials; personally creating, and/or editing content provided by other staff, in line with the given message framework, especially supporting a strong social media presence • Create and schedule content releases; uploading pre-written pieces and supporting assets • Oversee and ensure appropriate representation of FSD Africa’s brand per FSD Africa graphics manual standard guidelines through sign off all branded materials • Manage the dissemination of FSD Africa’s communications materials, ensuring there is a dynamic stock register that tracks dissemination and uptake • Responsible for the maintenance of the corporate events calendar including developing key metrics for measurement, liaising with pillar teams to update it, disseminating it to key relevant audiences and developing a tracking monthly report against it. Calendar to be updated quarterly and shared with Exco • Management of the FSD Africa’s stakeholder database ensuring it is updated on a quarterly basis. Coordination with pillar communication liaison officers to update information monthly <p>FSD Africa Website and Digital Management</p> <ul style="list-style-type: none"> • Support in the overall management of the FSD Africa website including monitoring of the delivery of service providers contracts, reviewing of web content, promotion of website content to increase traffic and liaising with internal teams to manage their own portals within the global website • Support in development and implementation of social media strategy ensuring it is current and in tune with new innovations • Prepares and incorporates graphics as needed using Photoshop or other graphic design software <p>Media monitoring and tracking</p>	

- Monitor, review and record media coverage of FSD Africa and financial sector development including thematic news on capital markets, digital economy, investments and risk and resilience for circulation to relevant pillar teams
- Develop and distribute the FSD Africa media analytics report to all FSD Africa staff monthly.
- Compilation and packaging of the weekly newsletter for circulation to internal and external stakeholders.

Project Implementation Support

Provide logistical and administrative support to the delivery of Strategic Communications and Engagement & Development Impact Pillar Projects; acting as part of the team in ensuring the results articulated in project plans are achieved:

- Ensure full understanding of the pillar work and annual plans; take initiative to identify ways to reduce the workload of Pillar leadership through the provision of quality administrative support
- Provide general research support by reading widely; keeping abreast of current events or news and sharing relevant information with the team
- Assist the team in preparing presentations, reports and other key programme documents; as well as editing and formatting documents as requested and in a way that complies with the FSD Africa brand
- Assist team members in developing and maintaining good working relationships with both internal and external stakeholders; serve as an information resource on status of project/products and respond effectively to queries from stakeholders
- Assist team in regular update of the portfolio risk matrix following portfolio review sessions
- Ensure timely submission of reports to key stakeholders such as FCDO, Board, Investment Committee etc

Travel & Transport

Make travel arrangements for Communications and DI Staff and key external stakeholders on FSD Africa business; giving attention to safety, security and wellbeing of the traveller whilst complying with FSD Africa policies and any statutory requirements:

- Ensure full understanding of the needs of the traveller and ensure that the travel itinerary and bookings will meet their requirements
- Prepare relevant travel procurement documents such as the quarterly travel procurement authorization form and budget; initiate procurements as required to meet the requirements of travellers
- Manage the finances associated with travel: advance requests, travel expense claims and travel expense accounting; maintain all financial records relating to the pillar travel and transport
- Ensure that the traveller is provided with full information concerning visas, vaccination records and any other requirements that must be organised before travel; provide logistical support acquiring required documentation in good time before travel

Events Management

Organise and coordinate meetings, visits, events and workshops as requested; ensuring that all logistical requirements are effectively managed so that departmental staff can focus on the technical content:

- Ensure full understanding of the purpose of the meeting, visit, workshop or event and liaise with the event lead to clarify all logistical requirements
- If required, provide financial support by researching costs and developing budgets for events and monitoring use of these budgets; includes providing support in financial disbursements for expenses when needed
- In compliance with procurement procedures, make bookings for all venue, catering, supplies, transport requirements etc.
- Act as the key point of contact for delegates before and during the event; including circulating any information, documentation, or other materials that they will need
- Provide any other logistical support as required to ensure a successful event; for instance, setting up Zoom or Skype calls and supporting with associated documentation/records

Record Keeping

Take overall responsibility in maintenance of the Strategic Communications and Engagement & Development Impact Pillar records and common folder; storing data according to filing systems for physical and electronic information:

- Ensure that electronic records of all Pillar documents are well organised and stored securely; providing support to the team in maintaining comprehensive records and organising electronic scanning where necessary
- Manage the maintenance of the paper-based record systems; ensuring that all documents required in a paper form for conformance with legal, regulatory or contractual obligations are stored effectively for easy retrieval
- Liaise with pillar teams to maintain the Pillar contact database; includes frequently scanning business cards from contacts and uploading into the master database
- Maintain records of procurements by the team to ensure compliance with policies and procedures

Carry out any other duties or special assignments as assigned by the Management.

PERSON SPECIFICATIONS

Qualifications and Education

- An undergraduate degree from a recognised university.
- Proficiency in standard computer applications including Microsoft Office, design software (Adobe Illustrator, InDesign, Canva etc) is an added advantage.

Essential Experience, Knowledge and Skills

- At least 3 years administration work experience; a focus on project administration will be an added advantage.
- Proven, strong organisational skills, including the ability to self-start, prioritise and proactively respond to evolving/ unfolding demands
- Ability to build sustainable work relationships with internal and external partners to meet own and departmental KPIs.
- Proven writing and editing skills with a strong command of English, and an ability to convey complex ideas in a creative, clear, direct, and lively style

- Ability to prioritise, work well under pressure and capably handle/juggle multiple tasks within tight deadlines.
- Ability to rapidly analyse and integrate diverse information from varied sources into conclusions and recommendations.
- A creative, independent thinker.

Desirable

- Experience in managing the development of communication materials or lead others in developing drafts of communication materials.
- Experience in managing new media and traditional publications including blogs, websites, intranets, newsletters, booklets, audio, video, photography, presentations.
- Knowledge of and work experience in managing various social media tools; to include - monitoring, creating content, measuring impact, and enhancing the tools to enhance use experience. Experience of working in a multi-cultural environment
- Previous experience of working in FCDO-funded or other donor-funded projects
- Languages: French, local African languages

COMPETENCIES	Level 1 Foundation	Level 2 Specialist	Level 3 Leadership
Commitment & Drive for Results		✓	
Proactivity & Innovation	✓		
Effective Resource Management	✓		
Relationship Building	✓		
Communication & Influencing		✓	
Thinking & Problem Analysis	✓		
Learning & Resourcefulness	✓		

KEY RELATIONSHIPS	
Internal Relationships <ul style="list-style-type: none"> • Strategic Communications Pillar • Development Impact Pillar • Pillar team Communications focal points • Finance Officer • Procurement Officer 	External Relationships <ul style="list-style-type: none"> • Event Organisers • Media and journalists • Vendors (Press office, Web and Digital, Graphic Designer, editors, printers etc)
FINANCIAL RESPONSIBILITIES	
Direct Control <ul style="list-style-type: none"> • Drafting PFA's for approval • Budget and spend analysis 	Indirect Influence <ul style="list-style-type: none"> • Review of pillar budget • Payment requests are actioned

APPROVAL PROCESS	SIGNATURE	DATE
Job Holder		20/04/2022
Director HR & Talent Management		