



ACTIONAID CAMBODIA - Job Description

Job Title:	Communications Officer		
Department	CD Office	Unit	Communications
Grade:	C		
Location:	Phnom Penh (with travel to the field)		
Contract Type	Regular		
Reports to:	Country Director		
Direct report	NA		
Role Overview:	Job Role		
	<p>The Communication Officer is responsible for leading the planning, development, and execution of ActionAid Cambodia’s (AAC) Communications Strategy to enhance the organization’s visibility and public engagement. This role ensures consistent, high-quality communication across platforms, aligning with AAC’s mission and strategic priorities.</p> <p>Key responsibilities include managing communications functions, updating digital platforms, producing engaging IEC materials, and coordinating with internal teams and external stakeholders to support campaigns and visibility initiatives. The Communication Officer reports directly to the Country Director and plays a critical role in promoting AAC’s work to the public, donors, and partners.</p>		
Areas of Responsibilities	Key Activities		
Communications Strategy and development	<ul style="list-style-type: none">• Contribute and facilitate on the development of ActionAid Cambodia Strategy and framework to promote the work and visibility of AAC.• Ensure the development and delivery of the annual Communications Plan and Budget to align with organization strategy• Build strong, strategic relationships with government agencies, development partners and local civil society organizations, to position AAC as a key player in different thematic areas as per the CSP.		
Strategy Implementation and Profiling ActionAid Cambodia and Campaign	<ul style="list-style-type: none">• Develop employing different communication channels in reaching out to different audiences to promote AAC and the impact of AAC’s work• Be creative in generating dynamic content to be used across a range of websites and social media (Facebook, Twitter, Instagram, Youtube, etc.) to promote the work of AAC• Be proactive in seizing media opportunities where AAC can promote activities and raise awareness of the organization’s work and its impacts• Coordinate with thematic team in digital campaigning and establishing training materials.• Ensure consent and compliance with SHEA and Safeguarding policy and no harm from the collection, storing, distribution and other use of the personal information including photos and video.• Contribute to monitoring and reporting of safeguarding risk or cases to line manager or focal point of contact for SHEA and Safeguarding.• Aware and comply with SHEA and Safeguarding policy and security and		

	<p>safety guideline and procedure and are taken into the highest consideration in project implementation at all levels.</p> <ul style="list-style-type: none"> • Maintain periodic monitoring and evaluation report of AAC's communication outputs. • Track publications, events, conferences, and statements of interest to AAC. • Keep the senior management team abreast of upcoming activities in the work plan including Country Director. • Liaise and maintain regular contact with key stakeholders.
Promoting the work of ActionAid Cambodia	<ul style="list-style-type: none"> • Contribute and if required, lead on effective communication for AAC's visibility, profile building, networking and alliance building • Collect stories of change across the programme and projects, including using research reports produced by ActionAid to generate content for reaching our diverse audiences • Work closely with the programme quality team to ensure stories of change • Document and share communication related key lessons learnt with other team members, functions, etc. • Coordinate with AAC staff and Partner Organisations to produce communication materials for intranet, Website and social medias and ensure their effective use • Ensure that all of AAC's external communications have a consistent style, tone, and branding. • Serve as the focal point for media and public enquiries and respond • Maintain regular contact with media partners, covering print, TV, radio, and web • Ensure updated website on a regular basis and collaborate with International Communications Team to manage digital communications effectively • Assist with the preparation of other project materials, including donor reports, talking points and official statements as requested. • Provide timely and effective responses to enquiries for public information materials.
Information and Knowledge Management	<ul style="list-style-type: none"> • Updates and compile information about communities and local partners that AAC work with and make it for use to support AAC as needed • Contribute to producing Annual Report, story of changes, community newsletter, and other IEC materials for partners, community and public in an easy way to understand • Contribute to the design as per need by relevant departments • Update and maintain archive of necessary documents and publications • Contribute to knowledge networks and communities of practice including communications repositories. • Document all relevant communication and information evidence related to AA Cambodia's programmes and other activities.

Programme Support and Campaign strategy plans	<ul style="list-style-type: none"> • Ensure that Human Rights Based Approach (HRBA) and gender equality are prioritized as an ethical principle within all forms of communications issued by AA Cambodia. • Take a lead role in designing and carrying out campaigns and activities in accordance with AAC's Communication Strategy and Branding Guidelines. • Ensure the thematic priorities are well incorporated in the communication and engagement strategy and in line with CSP priorities • Check and ensure that any kind of diversity based on ethnicity, age, sexual orientation, disability, religion, class, gender are respected within all communications including data production. • Make necessary arrangements to provide gender parity within all committees, meetings, training etc. are introduced. • Initiate and contribute to the campaigning strategy development process in consultation with concerned thematic leads. • Develop the detail plans to implement the campaigning strategy, set milestones of success. • Map out the possible area for rooted campaigning (at LRPs and project locations), mobilization and networking with rights holders, human rights defenders and likeminded organizations. • Lead to develop IECs as campaigning materials in coordination with thematic Specialist
Communications materials	<ul style="list-style-type: none"> • Lead on developing and producing different communications materials when required (e.g press release, leaflets, brochures, banners, posters, job advert work art etc.). • Ensure the effective design and production of communication materials—such as planners, video clips, T-shirts, and greeting cards—in alignment with ActionAid International's branding and communication guidelines.
Media and other stakeholder relationship Management	<ul style="list-style-type: none"> • Liaise with AA International Communications Team as an integral part of the communications network to help develop AAC communications capacity and deliver high quality national and international projects and content. • Liaise with Media and other stakeholders, including government officials, to sensitize them about issues arising from our work. • Establish and maintain relationships with professional journalists and media houses. • Advise CD and/or SMT on communication channels and its political alliances.
Others	<ul style="list-style-type: none"> • Consistently uphold and comply with ActionAid's Code of Conduct, including policies on Sexual Harassment, Exploitation, and Abuse (SHEA), Safeguarding, and Child Safeguarding, both during and outside of working hours, along with all other approved organizational policies and procedures. • Perform other duties in collaboration and coordination with different departments and units and under the supervision of Country Director

Key Relationships to reach solutions	
<i>Internal (to ActionAid or team)</i>	<i>External</i>
Programme & Business Development Team	ActionAid Cambodia public audience
People Finance & Operation Team	Relevant Communication Stakeholders at national, regional and international level
Partner organization and Communities	News and media outlets
AAI Campaigns and Communication Team	
Key Relationships to reach solutions	
Person Specification	
Education & Experience	<ul style="list-style-type: none"> Bachelor's Degree in Media/Communication/Journalism or relevant field from reputed university/institution with at least 3 years relevant working experience
Knowledge and Skills	<ul style="list-style-type: none"> Extensive experience in media and communication, including media and public relations management, with strong analytical and risk management skills in the field. Proficient in multimedia production, including video shooting, photography, editing, and design. Exceptional writing and communication skills, with a strong track record in writing feature stories, reports, articles, and case studies; articulate in delivering clear and precise messages. Experienced in stakeholder engagement, handling complex inquiries and presenting to diverse audiences. Strong interpersonal and team collaboration skills, with the ability to work effectively in multidisciplinary and multicultural settings. Fluent in English and Khmer, with high ICT proficiency and sound knowledge of internet/information security. Well-versed in development and human rights issues, with up-to-date understanding of development concepts and the local social context.
Desirable Knowledge, Experience and Skills	<ul style="list-style-type: none"> Experience in implementing communications strategies Experience in social media platforms Experience in web design would be an advantage Organization thinking and prioritizing skill Good presentation and public speaking skill
Personal Qualities	<ul style="list-style-type: none"> Creative and innovate Outgoing person, passion to share, proactive, and responsive Demonstrate understanding and commitment to shared values of the organization; mutual respect, equality and justice; honesty and transparency; solidarity with the poor and marginalized people Attitude to work in the poverty and social justice sector Able to meet deadlines with minimum supervision Gender sensitive with high personal integrity Child, HIV/AIDs and people with disability sensitive

This Job Description covers the main tasks and conveys the spirit of the sort of tasks that are anticipated proactively from staff. Other tasks may be assigned as necessary according to organizational needs.

It is part of every staff member's responsibility to contribute to ActionAid International's mission and comply with ActionAid International's values, which are: *Mutual respect, Equity and justice, Honesty and transparency, Solidarity with the poor, Courage of conviction, Independence, Humility including but not limited to SHEA and Safeguarding policies, Anti-slavery and human trafficking policy as well as AA Code of Conduct.*

Prepared by:

Signature

Date:

Line Manager

Reviewed by:

Signature

Date:

People Finance & Operation Lead

Approved by:

Signature

Date:

Country Director

Accepted by:

Signature

Date:

Staff name