

Practical ACTION

Job profile

COMMUNICATIONS AND PROJECT OFFICER



Practical Action

ABOUT US

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We are an international development organisation putting ingenious ideas to work so people in poverty can change their world.

We help people find solutions to some of the world's toughest problems. Challenges made worse by catastrophic climate change and persistent gender inequality. We work with communities to develop ingenious, lasting and locally owned solutions for agriculture, water and waste management, climate resilience and clean energy. And we share what works with others, so answers that start small can grow big.

We're a global change-making group. The group consists of a UK registered charity with community projects in Africa, Asia and Latin America, an independent development publishing company and a technical consulting service. We combine these specialisms to multiply our impact and help shape a world that works better for everyone.

OUR AIMS

We help people find solutions to some of the world's toughest problems, made worse by catastrophic climate change and persistent gender inequality. Our aims are to:

- Make agriculture work better for smallholder farmers, many of them women, so they can adapt to climate change and achieve a good standard of living
- Help more people harness the transformational effects of clean affordable energy and reduce avoidable deaths caused by smoke from indoor stoves and fires.
- Make cities in poorer countries cleaner, healthier places to live and work.
- Build disaster resilience into the lives of people threatened by hazards – reducing the risk of hazards and minimising their impact on lives and livelihoods.

HOW WE WORK

We work on holistic solutions that change systems and have a framework to help us achieve our aims:

- Analyse the root causes of a poverty and vulnerability
- Define the change at scale we need to make
- Develop activities along three complementary paths: *Demonstrate, Learn and Inspire*.
 - Demonstrate that our solutions are sustainable in the real world
 - Learn by capturing evidence and adapting our approach
 - Inspire wider support to multiply our impact.

OUR ORGANISATION

Practical Action is an unconventional, multi-disciplinary change making organisation

- A highly innovative community development charity operating in Africa, Asia and Latin America. **Practical Action** community projects use ingenious ideas to design, test, refine and prove new ways to overcome poverty and disadvantage and then ‘open-source’ knowledge of what works so that it can be implemented at a greater scale by others.
- A world-class consulting operation that helps socially responsible business, government policy makers and other development organisations. This draws on learnings from our own development work as well as the combined brainpower of a roster of over 2,000 expert consultants. **Practical Action Consulting** helps to extend the reach of our influence by providing the best advice to others, whose work can make a bigger difference.
- A well respected specialist development publisher. **Practical Action Publishing** brings together development practitioners, researchers and thought leaders to create publications that stimulate discussion, strengthen peoples’ capabilities and inspire sustainable change.

Practical Action

ABOUT THE ROLE

Our Vision

Practical Action's vision is of a world that works better for everyone.

About the Role

The Communications and Project Officer will be a member of the Practical Action Consulting (PAC) International team which is based in our UK office near Rugby.

For the past two years, Practical Action has been incubating an exciting initiative called the Global Distributors Collective (GDC): a collective of over 200 last mile distribution companies that cumulatively reach millions of the poorest consumers in the world with beneficial products like solar lanterns, water filters and improved cookstoves. The GDC provides a collective voice for distributors to ensure their voice is heard; drives research and innovation across the sector; facilitates the exchange of information, insight and expertise; and provides critical services that leverage economies of scale. The GDC is currently hosted by Practical Action alongside implementing partners Hystra and Bopinc.

This is an important role in the GDC team focused on strengthening communications and member engagement activities for our growing Collective.

Scope

Title	Communications and Project Officer
Directorate	Practical Action Consulting Unit
Reporting to	GDC Communications and Impact Manager
Direct reports	None
Financial scope	None
Location	Rugby, Warwickshire (UK) - remote working/home working is possible with this role
Duration	Until September 2022, with the possibility of extension
Grade	Grade D: £26,586 - £30,397

JOB FUNCTIONS AND ACCOUNTABILITIES

Communications and member engagement (65%)

- Support the GDC Communications and Impact Manager to deliver the GDC's communications and member engagement plan to increase the GDC's visibility, and share key information and knowledge products with our members, partners and the wider sector.
This includes:
- Sourcing/tracking resources and opportunities that are relevant for last mile distributors
- Keeping the GDC website up-to-date, including liaison with digital support provider
- Drafting monthly newsletters using Dotdigital.
- Helping to shape and disseminate topical content including blogs, podcasts and webinars
- Supporting the design and delivery of in-person and virtual GDC events, including drafting invitations lists, liaising with venues, and using Eventbrite, Zoom and other web-based platforms
- Supporting the GDC membership on-boarding process, including co-ordination of the GDC member database and member mailing lists, and overseeing membership administration
- Supporting in drafting member-specific communications, managing the GDC inbox and acting as a point of call for ad hoc member enquiries
- Supporting the review and analysing performance of communications channels and activities, to inform the communications plan
- Supporting in the collection and analysis of feedback from members (quantitative and qualitative) to help us refine our interventions
- Liaising with the central Communications and Marketing team and Practical Action Consulting (PAC) International Communications Co-ordinator to increase the impact of GDC communications activities, and to ensure consistent and timely contribution on last mile distribution to the organisation-wide communications plan

Project management (35%)

- Support the GDC Project Manager to deliver the project plan, ensuring the effective management of records and important external and internal relationships.

This includes:

- Supporting in liaison with donors, including contributing to donor reports i.e. in drafting updates/ work stream narratives
- Supporting in liaison with implementing partners, including co-ordination of their contributions to reporting processes i.e. requesting, reviewing and processing invoices and timesheets
- Inputting into GDC-related content for Practical Action and Practical Action Consulting (PAC) eg. tracking reports, annual reviews and strategic business plan, and contributing to PAC marketing activities.

Skills and Experience

To be successful in the role, the ideal candidate will be able to demonstrate the following:

Essential:

- Significant experience working or volunteering in a communications role or in a network/membership organisation
- Experience or a strong understanding of website management e.g. Wordpress and online survey and communications tools/platforms (Dotdigital, SurveyMonkey, Zoom etc)
- Proven expertise, or an understanding and experience of, disseminating content and knowledge products to different audiences
- Proficient in written and spoken English

Desirable:

- Project administration/management experience
- Customer relations/membership database management experience
- Design skills, using e.g. InDesign
- Video creation and editing skills
- Knowledge and experience of M&E processes
- A people person with exceptional written and verbal communication skills
- Comfortable liaising with a range of internal and external stakeholders
- Highly organised with excellent attention to detail
- Ability to undertake tasks and deliver to time-pressured deadlines
- A team player who enjoys working collaboratively and iteratively
- Proven ability to work independently/remotely
- Enthusiasm and willingness to learn
- Experience working in the international development sector
- Commitment to Practical Action's approach to supporting people in poverty to change their lives
- French language skills

HOW TO APPLY

If you want to work for a subsidiary of a charity with significant people ambitions then we would like to hear from you. To apply, go to **[Practicalaction.org/jobs](https://practicalaction.org/jobs)** and follow the links to submit a copy of your CV and a supporting statement that describes your suitability.