

### Job Description: Digital Engagement Officer

<b>Reports to:</b>	Communications & External Engagement Manager
<b>Salary:</b>	24,600 – 25,200 depending on experience
<b>Hours</b>	Full Time – 37.5 hours per week
<b>Location</b>	UK-Based (THET have an office in London Zone 1 but candidate can work remotely if not London based)
<b>Length of contract</b>	Permanent

#### About the Role

THET is a well-established charity that has been operating for over 30 years and is now opening an exciting new chapter in its work to support health workers across Africa and Asia.

If you can use your digital, communication and marketing skills to help health workers and relish being a part of something new, this is the role for you.

We are looking for a Digital Engagement Officer who can shape THET's digital strategy, forming online systems, and embedding digital best practice across the organisation. A talented self-starter, you will join the External Engagement Team, working closely with external partners both in the UK and overseas to promote high impact, responsive and quality digital engagement.

You will be a forward-thinking person with strong professional skills, a committed team player and excellent communicator. You will be familiar with working in a digital focused environment and be comfortable working alongside technical and thematic experts on development and global affairs. You will be joining a team who are dedicated to THET's mission of ensuring everyone everywhere can access quality healthcare.

#### About THET

Today, one billion people will never see a qualified health worker in their lives.

Since 1988, THET has been working to change this. From reducing maternal deaths in Uganda to improving the quality of hospital care for injured children in Myanmar, we work to strengthen local health systems and build a healthier future for all.

We do this by leveraging the expertise and energy of the UK health community, supporting Health Partnerships between NHS institutions, Royal Colleges and academic institutions in the UK and those overseas.

In the past ten years THET has reached over 100,000 health workers across 31 countries in Africa, the Middle East and Asia in partnership with over 130 UK institutions.

You can learn more about our work on [our website](#).

## Key Projects

### Health Partnership community focused

- In partnership with the Policy and Learning Team, the candidate will work to create a Learning Platform to facilitate linkages and stimulate bi-directional learning across the Health Partnership community, provide resources and guidance on international best practice and, stimulate the documentation and dissemination of new learning and innovations that will be of benefit both within the LMIC and the UK.
  - o To support the central learning platform's aims the candidate will work to develop and manage three virtual tools:
    - A resource hub
    - Community of practice
    - Immediate response platform

### Organisational and Events focused

- THET runs a wide portfolio of [events and conferences](#), all of which will now be run online and/or through a blend of online and physical approaches. Working across the organisation the candidate will review THET's internal processes and identify ways that technology can enhance the organisations day-to-day operations.
- Focused on ensuring the technology we employ is accessible, sustainable, secure and scalable, the candidate will work to provide insight and manage the use of digital technologies for our events and communication portfolio of work.

### Monitoring, Evaluation and Learning focused

- Working to ensure the technology we employ for MEL is up to date and designed with the user in mind, the candidate will work across the organisation to provide support to teams using technology for data driven analysis.

## Person Specification

### Experience and Expertise

- A demonstrable track record in developing innovative digital platforms and encouraging online communications.
  - o Excellent and up-to-date grasp of digital technologies, user experience design and research techniques, and the effective use of them.
  - o Adept at using a range of digital systems, applications, software and websites.
  - o Experience of using digital solution technology for events e.g. Zoom.
- Demonstrable experience of using data and research to inform development, turning user insight into actions that improve outcomes.

- Strong awareness of external digital trends, willingness to innovate, and the ability to generate new ideas and bring them to fruition.
- Exceptional communication skills, particularly to communicate technical solutions and their benefits, limits and risks in accessible language to stakeholders with varying technical understanding.
- Excellent organisational and time management skills to manage multiple priorities concurrently.
- Excellent team-working, collaboration and problem-solving skills.

### **Key competencies**

- Communication skills : ability to speak and write clearly and effectively; listen to others, tailor language, tone, style and format to match the audience; demonstrate openness in sharing information and keeping people informed; analyse complex information, draw out the key points and issues and present these in a way that can be easily understood.
- Ability to work with minimum supervision to identify information and knowledge sharing opportunities and to engage a wide range of colleagues in realising these opportunities.
- Planning and organising ability to develop clear goals that are consistent with agreed strategies; foresees risks and allows for contingencies when planning; monitors and adjusts plans and actions as necessary; uses time efficiently.
- Teamwork: Work collaboratively with colleagues to achieve organisational goals; solicits input by genuinely valuing others' ideas and expertise; is willing to learn from others; builds and sustains relationships with key constituents.

Person specification	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>- Educated to degree level, or experience that demonstrates equivalent digital engagement skills.</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>- At least two years' experience working on multiple digital products and services in a fast-paced environment.</li> </ul>	<ul style="list-style-type: none"> <li>- Experience of working in an NGO or Health Care organisation.</li> <li>- Experience of Adobe Creative Suite, Wordpress, Wix and AirTable.</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>- Knowledge and experience of SEO, Customer Journeys and User Driven Technologies.</li> </ul>	
<b>Skills</b>	<ul style="list-style-type: none"> <li>- Ability to self-direct and self-start, to work well under pressure, and to tight deadlines.</li> <li>- Excellent planning and organisational skills.</li> <li>- Strong communication skills and enthusiasm for technology, communications and marketing.</li> </ul>	<ul style="list-style-type: none"> <li>- Video and / or sound recording and editing experience for the purpose of producing digital content</li> </ul>

**What we offer:**

- 25 days annual leave plus 3 days winter closure between Christmas and New Year
- 3% pension contribution when Employee contributes 5%
- Cycle to work scheme
- Child Care voucher scheme
- Subsidised lunch canteen
- A friendly, supportive work environment

**How to apply:**

To apply for this role please send your CV and a cover letter to [jobs@thet.org](mailto:jobs@thet.org) by midnight 07<sup>th</sup> July 2020.

Closing date for this role is 07<sup>th</sup> July 2020

THET is an equal opportunities employer.

**This post is UK based. Non-EC nationals will require current and valid permission to work in the UK.**