



Job Description

Communication and Content Officer

- **Reports to:** Head of Engagement
- **Start Date:** As soon as possible, ideally Q4 2026
- **Location:** Nairobi, Kenya
- **Contract Type:** National contract - Full time (Hosted by a third-party NGO)
- **Salary:** Between Khs 196'000-323'000 gross monthly, depending on experience and qualifications
- **Specific Requirements:** Eligibility to work in Kenya
- **Application Deadline:** 14 August 2026

Job Purpose

The Communication and Content Officer is a dynamic, creative, delivery-focused role designed to bring the CHS Alliance's mission to life. Working closely with the Head of Engagement, this role is the "engine room" for producing compelling content and supporting member interaction.

The primary focus is the creation of high-quality communication materials, ranging from social media and newsletter content to website day-to-day content management, and providing the administrative and logistical support needed to keep our global membership of 300+ organisations, plus partners and stakeholders, engaged and informed.

About CHS Alliance

The CHS Alliance is a global network of over 300 humanitarian and development organisations working to ensure that aid is safer and more accountable to the people it serves. Our members are united by a shared vision: that people and communities affected by crisis are able to influence the assistance they receive, access quality support, and hold organisations to account.

Anchored in the Core Humanitarian Standard on Quality and Accountability (CHS), the Alliance Secretariat supports organisations to place people at the centre of humanitarian and development action.

Positioning this team in Nairobi is a signal of our intent to expand our global footprint closer to where we are seeing significant expansion of membership in the global south. This team is an integral part of the Secretariat.

Main Responsibilities

1. Content Production & Digital Delivery

- **Multimedia Creation:** Design and produce engaging digital content, including social media graphics, short videos, and infographics to promote the Core Humanitarian Standard (CHS) and Alliance's activities.
- **AI-assisted production:** Incorporate the use of AI tools to accelerate drafting, design and content production, while safeguarding accuracy, plain English and the CHS Alliance voice.
- **Newsletter & Publications:** Lead the assembly and distribution of the monthly Member Brief and Newsletters using email marketing platforms.
- **Website Management:** Act as the primary editor for the CHS Alliance website, ensuring content is up-to-date, well structured and accessible.
- **Social Media Coordination:** Manage daily activity across social platforms, scheduling posts and monitoring engagement to grow the Alliance digital footprint.

2. Training & Services Support

- **Event Promotion:** Create promotional toolkits for Alliance events, webinars, and training sessions to ensure high visibility and attendance, liaise with participants to ensure highest attendance and analyse post-event satisfaction.
- **Service Promotion:** Develop specific marketing collateral for the Alliance's training products, ensuring they are effectively packaged and priced for different audiences (specifically targeting the Global South).
- **Network Support:** Assist in maintaining the digital directory of approved trainers and circulating updates to the trainer network.

3. Monitoring & Reporting

- **Analytics:** Track and report on the performance of communication channels (web traffic, email open rates, social engagement) to help the Head of Engagement and the rest of the team refine strategies.
- **Brand Guardianship:** Ensure all materials produced across the Secretariat align with CHS Alliance brand guidelines and values.
- **Business intelligence:** scout evolving technologies, AI tools and social media trends to best guide CHS evolution.

Qualifications

	Essential	Desirable
Qualifications:	• Demonstrated diploma/certification in communications, journalism, marketing or related field.	• Certifications in Graphic Design, website development or Digital Marketing.
Experience and Knowledge:	• Demonstrated experience producing communications content in a comparable role, typically gained over at least 4 to 5 years.	• Familiarity with the Core Humanitarian Standard (CHS) or similar accountability frameworks.
Skills and Competencies:	Communication and writing: • Strong communicator and networker. • Exceptional copywriting and proofreading skills in English. • Ability to translate complexity into plain English. Programme management: • Excellent planning, coordination, and organisational skills; ability to manage competing priorities and deadlines. Digital literacy: • CRM systems (Salesforce experience an asset). • Basic video editing skills.	• Proficiency in Canva, Adobe Creative Suite, or similar design tools. • Hands-on experience with Mailchimp (or similar). • Experience using AI tools in content creation, design or communications workflows.

	• Confident use of AI-assisted content and design tools, or a clear willingness to develop this.	
Languages	• Fluency in English.	• French, Arabic, Swahili
Behaviour	• Creative Flair: A "can-do" attitude, with flair for strong creative visual storytelling and design. • Action-Oriented: High energy, and can-do attitude, to ensure deadlines are met across the team. • Collaborative: Comfortable working in a small, fast-paced team and supporting colleagues across different time zones; seen as a supportive member of the team. • Alignment: Deep commitment to the CHS Alliance values: integrity, excellence, mutual respect, and creative thinking.	
Eligibility	• Eligibility to work in Kenya.	

IMPORTANT NOTICE:

The CHS Alliance has a zero-tolerance approach to all forms of violence, discrimination, harm, abuse, exploitation - including sexual exploitation, abuse and harassment - as well as fraud and corruption, towards any individual.

As representatives of the CHS Alliance, staff behaviour must be seen to be of the highest standard and in keeping with the CHS Alliance vision, mission and aims. Therefore, all offers of employment are subject to satisfactory references and appropriate screening checks. As part of these checks, the CHS Alliance is participating in the Misconduct Disclosure Scheme (MDS). The participation in the MDS requires the CHS Alliance to seek information about candidate's misconduct (including sexual exploitation, abuse and harassment) with any previous employers for at least the past five years.

Applicants who have already submitted an application for this position under the previous vacancy announcement do **not** need to apply again. Duplicate applications will not be taken into account.

APPLICATION INSTRUCTIONS:

How to apply: Interested candidates should submit their applications to: recruitment@chsalliance.org. Applications must include a CV and a motivation letter (max 2 pages each). Please include "Communication and Content Officer" in the subject line.

Deadline for applications: 14 August 2026.