



Job Description

Head of Engagement (Membership & Communications)

- **Reports to:** Executive Director
- **Supervisory responsibilities:** Two staff - Information Management and Stakeholder Relations Officer; Communication and Content Officer
- **Start Date:** ASAP, ideally Q4 2026
- **Location:** Nairobi, Kenya
- **Contract Type:** National contract - Full time (Hosted by a third-party NGO)
- **Salary:** Between Khs 567'000-897'000 gross per month depending on experience)
- **Specific Requirements:** Eligibility to work in Kenya
- **Application Deadline:** 14 August 2026

Job purpose

The Head of Engagement provides leadership, vision, and energy for CHS Alliance's engagement and communications work and manages the day-to-day operations of this portfolio. The role builds a strong membership journey from onboarding to structured learning offers, shared learning networks, and communications into a coherent whole, ensuring that the Alliance effectively advances its strategy globally.

The Head holds the framework and drives the service offer working closely with colleagues across the team specifically those working on CHS verification, country cooperatives, training and communities of practice, as well as our PSEAH offers. Over time, this person develops into a credible amplifier for the Alliance on accountability and sector issues, particularly in the Global South.

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.

Position Summary

The Head of Engagement will lead CHS Alliance's membership, engagement and communication work from Nairobi. Working under the strategic direction of the Executive Director, the role manages the membership journey, holds the structured and shared learning framework, drives the training and services offer, develops a strong communication strategy, represents the Alliance externally and manages the day-to-day under his/her portfolio, including review existing tools/process and enhance the membership journey.

The successful candidate will have a proven track record of building and running membership services that people value: training programmes, learning communities, or membership offers that were appreciated by participants. They will have to be a strong and persuasive communicator and a self-starter.

They will bring an entrepreneurial mindset, a hands-on approach to services, strong communication and networking skills, and the ability to hold an overview of multiple workstreams without needing to own each one.

Main Responsibilities

1. Membership and Engagement

- Manage a clearly articulated, compelling and attractive membership journey.
- Deliver a high-quality onboarding and ongoing engagement for CHS Alliance's 300+ member organisations, in coordination with Nairobi and Geneva colleagues and be the key interface with the Board's Membership and Nominations Committee
- Develop new approaches to member outreach, contributing to the identification of process improvements and opportunities to deepen member engagement.
- Implement and maintain excellent quality and oversight of key membership engagement opportunities
- Oversee the delivery of shared peer support services, liaising with the team to offer effective thematic Communities of Practices and Country Cooperatives programme, ensuring peer learning networks are coherent and well-supported.

2. Training and Services

- Drive the training and services offer, set and adapt the strategy, decide and plan what to build and for whom, and work with the wider team to grow a resourced training offer.
- Expand and maintain a vibrant trainer network, including activation, recertification, and promotion of the approved trainer directory.
- Ensure services and training are packaged, priced, marketed and delivered effectively, with a member discount structure and Global South access provisions.

3. Communications

- Position externally, in coordination with the Executive Director, the Alliance's work on CHS, PSEAH and broader accountability issues.
- Review CHS web, audience, pertinence and develop the plan for its optimization in a context of fast-growing technologies and CHS Alliance limited resources.
- Introduce and guide the responsible use of AI-assisted tools to strengthen content production, efficiency and reach, making limited resources go further.
- Deliver a vibrant and compelling suite of communication tools from Newsletter, Members Brief: website and social media
- Lead and support CHS Alliance team members to have strong and coherent messaging and communication of their areas of work, including through confident, responsible use of AI-assisted tools.

4. Team and Organisational Management

- Manage the membership and network engagement team, initially comprising the Information Management and Stakeholder Relations Officer and the Communication and Content Officer
- Participate in Secretariat-wide planning, reporting, and knowledge management processes.
- Represent CHS Alliance in relevant fora, networks, and events.

Perform other tasks as agreed with the Executive Director that contribute to the mission and aims of CHS Alliance.

Qualifications

	Essential	Desirable
Qualifications:	University degree in business media, communications, marketing or a related field.	Postgraduate degree or equivalent professional qualification.
Experience and Knowledge:	- Demonstrated track record in membership, communications or service delivery, typically gained over at least 10 years, including several years in a senior leadership or management role. - Sound understanding of the humanitarian or development sector. - Proven track record of building and growing a service offer (membership services, training programmes, learning communities, or similar). - Experience managing multi-stakeholder programmes or membership networks. - Experience with earned revenue, cost recovery, or paid service delivery in a not-for-profit or membership context. - Experience starting operations and managing small teams.	Familiarity with the Core Humanitarian Standard (CHS) or similar accountability frameworks.
Skills and Competencies:	Leadership and strategy: - Strong strategic thinking and planning skills; able to hold an overview of multiple workstreams. Services and revenue: - Entrepreneurial mindset; strong experience with cost recovery and paid revenue models and show-case growth strategies (showcasing ability to leverage small resources and scale up); energised by the idea that success in this role creates the resource to expand it. Communication and representation: - Strong communicator and networker, confident in external representation and public-facing contexts, or with the clear ambition and aptitude to grow into them. Programme management: - Excellent planning, coordination, and organisational skills; ability to manage competing priorities and deadlines.	Digital literacy: Experience integrating AI into communications, membership or learning workflows.

	Digital literacy: • CRM systems (Salesforce experience an asset), email marketing platforms, and digital communications tools; confident, responsible use of AI-assisted tools for content and productivity, or a clear willingness to develop this.	
Languages	• Fluency in English.	• French, Arabic, Swahili
Behaviour	• Genuine curiosity about the humanitarian sector and its accountability debates; sector experience helpful, deep CHS expertise not required. • Demonstrates CHS Alliance values: work as a team, act with integrity, aim for excellence, respect and care for each other, and think creatively. • Proactive, dynamic, and committed to delivering high-quality results.	
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 shall include a CV and a motivation letter. Both these documents should be no longer than 2 sides of A4. Please include the job title in the subject line.

Deadline for applications: 14 August 2026, with initial screening interviews planned for late August.