

JOB VACANCY

TPO Uganda is a local Ugandan NGO that has been operating in the country for 25 years. Our programs comprise interventions organised around the following themes; Care and protection of OVC; child protection, livelihoods support, mental health and psychosocial support, response and prevention of all forms of violence against women and children as well as emergency response and humanitarian action. TPO Uganda is active in 36 districts in the region and is a member of several partnerships and coordination mechanisms in the country.

TPO Uganda is now seeking person

Position:	Documentation and Communication Officer
Reports to:	Director Knowledge Development & Innovation
Location:	Kampala (1 person)

This position will be responsible for providing overall technical leadership to the program. The Project Coordinator will steward the program including managing all aspects of the program implementation through liaison with implementing partners, preparing and maintaining reports, providing overall responsibility for the day to day operations, coordination and accountability of project activities and resources.

Duties & Responsibility

1. Program implementation and documentation

Development, editing and publishing of the content of strategic information materials for learning and advocacy including information packages, program briefs, researches for stakeholders sensitization activities and other public engagements.

- Provide communication and documentation guidance to TPO Uganda program initiatives.
- Design all information and communication materials for all program stakeholders.
- Lead in documentation of knowledge gathered such as case studies, anecdotes, best practices and lessons learnt to be used for further advocacy and learning purpose.
- Support the programme staff to develop information outputs such as newsletters, newspaper articles, website, flyers, briefing notes, short video films etc.
- Participate in preparation of monthly and annual reports for submission to the donor and the donor and the country management team.
- Develop content and direct creative execution to provide a consistent, targeted, and impactful messages including interviews, taking photographs, making video sequences, etc.
- Design campaigns to target specific audiences, placing an emphasis and discipline on campaign performance to help with recommendations for future programs.
- With support from the Deputy Country Director, direct in-house and external graphic designers, photographers, and other media-production specialists integral to the completion of marketing projects.
- Identify and present opportunities for consistency in messaging and documentation experience across channels both in digital and print.
- Stays informed of developments in the field of branding and communications within the industry to foster ideas and innovation.
- Lead and coordinate the development, production and dissemination of the TPO Uganda annual report.
- Manage, update and /or handle the TPO website on behalf of the organisation.
- Interface on behalf of TPO with the national and international media houses.

2. Program Development and resource mobilisation

- Contribute ideas for new programs, researching and recommending innovative branding techniques. Participate in project proposals and concept development of program.
- Ensure that all communication and documentation activities and materials are consistent with established international, national best practices and TPO communication policy.
- Monitor and evaluate the adherence to documentation and communication standards for TPO Uganda.
- Design and lead communication and documentation assessments to determine gaps and uptake of the TPO program.
- Contributes to knowledge creation by continually documenting lessons learned, good practices, and replicable strategies, and actively shares this knowledge.
- Provide monitoring of documentation activities and provide constructive feedback to inform quality interventions.

3. Coordination, Representation and Advocacy

- Develop, deliver and refine communication intervention strategy in line with the program objectives.
- In coordination with the DKDI, represent TPO in advocacy forums /meetings to share lessons learned in programming, needs assessments, and support to improve TPO programs.
- Together with the DKDI and relevant project coordinators, identify opportunities for communication and advocacy on issues related to program improvement.
- Builds and maintains solid partnerships with assigned internal clients to better develop, coordinate, direct, and facilitate strategic communications designed to meet business goals.
- Coordinate the external communications plan to support the campaigns and advocacy, work (media advocacy strategies) and participate in the partners meetings.
- Pro-actively seek and maximize opportunities to raise TPO profile.
- Manage, update and /or handle the TPO socio media handles and website on behalf of the organisation.

4. Staff development

- Train implementing staff on documentation, writing success stories and ways of using data to show the theory of change
- Ensure the documentation and communication materials follow TPO policies, including the Communications policy
- Build capacity of implementing staff on advocacy, including the use of developed communication tools.

Required qualification, experience and skills

Bachelor's degree in journalism, in Mass Communication or Media Studies. Additional training in the required field is desirable.

- Minimum three years' experience in preparing Advocacy, Media Information, Education and Communication (IEC) materials.
- Demonstrated experience with all types of social media (e.g. Facebook, Twitter, Instagram, etc.)
- Experience working in a high-volume, fast-paced environment

- Working knowledge of Microsoft Office and web content management systems experience

Position:	Information Technology Officer
Reports to:	Director Knowledge Development & Innovation
Location:	Kampala (1 person)

The IT technical support officer is responsible for supporting all aspects of the IT systems and services for TPO Uganda. Additionally, the role includes responsibility for ensuring the security and integrity of computer operations and systems development in accordance with the TPO's strategic plan & IT plan; monitoring and maintaining the computer systems and networks of the organization. He/she will be responsible for installing and configuring computer systems, diagnosing hardware and software faults and solving technical and applications problems, either over the phone or in person.

Duties & Responsibility

1. To be responsible for the provision of ICT support for all projects and provide help and support for all staff with their IT support needs in the organization.

- Log and respond to calls on the helpdesk and where required escalate to the IT team leader.
- Provide telephone, email and face to face support
- Design and implement technical projects
- Write and maintain system documentation
- To provide day to day management of access to the ICT systems and services.
- To work alongside the ICT consultants to continually maintain and develop ICT systems and services.
- To monitor and manage the ICT helpdesk to ensure any issues are rectified quickly and efficiently.
- To help monitor that daily backup systems and ensure disaster contingencies are in place in the event of such faults to minimize disruption.
- Provide support to staff during workshops and other public events such as setting up video and teleconference call sessions, gadgets, networks and connections.
- Logging and managing support calls and overseeing repairs or maintenance in the case of equipment which is under warranty or a maintenance or lease agreement.
- Document/ report any system performance bottlenecks to the next level of support (supervisor) and provide a timely response for sustained system functionality.
- Configure user / clients on the messaging system as per TPOUG requirements.
- Monitor data communication and identify any bottlenecks on the VLAN/LAN and ensure accessibility of resources to all users.

2. Hardware and software system maintenance.

To provide installation, maintenance, repair and support of ICT systems and services

- Assess hardware and software infrastructure needs at user and organisational level to ensure deployment of appropriate technology platforms.
- Define the gaps in hardware and software infrastructure and propose appropriate technology installations and upgrades.
- Configuration and installation of new/replacement PC, server, and peripheral hardware, including printers, whiteboards, projectors, scanners etc.
- Proactively checking and maintaining ICT facilities and software within ICT suites and vigilantly spotting ICT equipment that has been damaged or misused.
- Verify hardware and software technology supplies and services to assure quality and value for money.
- Conduct routine audits of hardware and software technology functionality and ensure timely response to functionality challenges in order to minimise hardware and software malfunctions.
- In consultation with the ICT consultants, define technology specifications to inform procurement of appropriate hardware/software technology.

3. Staff IT capacity development

To provide technical assistance and basic training to staff and students.

- Enforce standard operating procedures, policies and performance standards to ensure implementation of quality technology and communication infrastructure
- To train other staff in the appropriate use of ICT facilities and equipment within the organization, such as overhead projectors and computers.
- Providing basic support on staff's own ICT equipment purchased e.g. Laptops, memory sticks.

4. Ensure system and data security

To provide day to day management of access to the ICT systems and services including logons, passwords, printing and access to files/ user areas

- Creating user and email accounts for new staff and students.
- Removing access to user and email accounts for staff that have left.
- Changing staff network passwords as per relevant policy or upon request.
- Identify active and backup systems bottlenecks, troubleshoot and support timely first line level troubleshooting to ensure effective operations
- Participate in the design, implementation and maintenance of a disaster recovery plan for TPOUG hardware and software infrastructure.

Required qualification, experience and skills

- ✓ Bachelors In information Technology or Computer Science
- ✓ Experience with any of the following: Microsoft SharePoint, Microsoft Exchange Server, Microsoft SQL Server, Microsoft Lync Server, Active Directory, Group Policy, VMWare vSphere.
- ✓ 3 years' experience in ICT administration and support.
- ✓ Display confidence when dealing with people, with well-developed written and verbal communication skills.
- ✓ Communicate well with staff and suppliers, exhibiting excellent listening skills.
- ✓ Demonstrate high standards of professional behaviour when dealing with suppliers, staff and clients.
- ✓ Ability to investigate issues and requirements and identify and prioritise appropriate solutions.
- ✓ Ability to adapt and adjust to changing processes, constantly seeking process improvement.
- ✓ Ability to work in a flexible hour when required.
- ✓ Ability to maintain detailed and accurate records.
- ✓ Offer assistance to other employees in use of various technologies.
- ✓ Ability to build professional relationships with key stakeholders and staff.
- ✓ Demonstrated interest in technology advanced within the firm.

How to apply:

- ✓ Please send your CV and cover letter with 3 work related referees and a table showing your past 3-year salary history to: Human Resource Manager, **Hand deliver only** to Plot 652, Block 257, Wamala Close, Munyonyo.
- ✓ Deadline: April 9, 2021.

TPO Uganda is an equal opportunities employer that does not discriminate on any basis.

Only shortlisted candidates will be contacted, thus, if you do not hear from us by 16th April 2021, you are not considered.