



COMMUNICATION / FRONT DESK OFFICER - TERMS OF REFERENCE

Job Type: Full-time

Duty Station: Kampala

The Role of the Communication / Front Desk Officer;

- The objective of this role is to coordinate both internal and external communication, outreach, promotion and creation of awareness about the Institute to target audiences and stakeholders.

Responsibilities of the Communication / Front Desk Officer

- Collaborate with management to develop and implement an effective communication strategy based on the Institute target audience.
- Receive, register, and classify communications, and any documents that are received for further transmission to the respective offices.
- Receive all incoming guests at the front desk, or phone calls and convey communications to the respective offices,
- Routinely review pending correspondences, and work with the concerned offices to provide feedback;
- Sort outgoing correspondence in accordance with instructions or established means of dispatch and check dates and signatures;
- Receive student applications and coordinate their follow up towards successful admission of students into the study programmes
- Coordinate student, and staff correspondences and communications to and from the Institute in consultation with management, and academics department offices
- Manage and routinely update the Institute social media pages guided by an established schedule /content strategy, and respond to any information requests and messages there.
- Coordinate meetings, rapporteur formal institute meetings, and support the administration on secretarial tasks
- Originate, edit, and distribute content, including publications, press releases, website content, annual reports, speeches, and other marketing material that communicates the organization's activities, products and/or services.
- Respond to media inquiries, and coordinate interviews for the organization.
- Establish and maintain contacts, and effective relationships with the media and maintain a media contacts database.
- Seek opportunities to enhance the reputation and brand of the Institute, and coordinate publicity events as may be planned from time to time.
- Maintain records of media coverage and collate analytics and metrics.

- Design and publish relevant information materials towards awareness campaigns, in print, electronic, and social media
- Assist in the planning and budgeting for the communications office
- Support the development and review of communication policies and procedure manuals
- Perform any other duties as may be assigned from time to time.

Key technical skills and knowledge:

- Good written and verbal Communication Skills
- Good data entry skills.
- Proficiency in MS Office Applications.
- Ability to multitask
- Ability to work independently and as part of a team
- Good planning and organizational skills
- Good attention to detail
- Reporting Skills
- Fluent in English
- Excellent analytical, and problem-solving skills
- Willing to contribute positively as part of a growing Institution and team
- Keen attention to detail
- Proactivity and a desire to create a positive impact in this role
- Good time management skills

Qualifications / Requirements

- An Honours Bachelor's in Journalism and Mass Communication, Office and Information Management, or Information Science from a recognized university.
- Prior experience in records management, and /or a postgraduate qualification in Communication, Information Science and any other professional qualification in a related field an added advantage.

How to Apply:

Interested candidates should submit their CVs, along with all other supporting documents to: careers@bit.ac.ug not later than 10th August, 2023, 05:00 pm.

NOTE: Only shortlisted candidates will be contacted.