

Communications and Operations Manager

I. About

Supporting Opportunities for Ugandans to Learn (S.O.U.L.) Foundation uses a community-driven development approach to partner with communities to eradicate poverty in rural Uganda. Its main initiatives focus on education, women's empowerment, food security, and maternal health. Founded in 2009, S.O.U.L. now works in 14 communities across the Jinja and Iganga Districts and impacts over 9,000 rural Ugandans, the majority of whom are women and girls. As Ugandans become invested in each project, they emerge as leaders and teachers for their fellow Ugandans. For more information, please check out our website: www.souluganda.org.

Reporting to the Director of U.S. Operations, the full-time Communications and Operations Manager will oversee S.O.U.L.'s marketing and communications initiatives and operations/administrative work. S/he will apply skills in communications, marketing, public relations, and graphic design to the nonprofit and international development contexts in order to streamline S.O.U.L.'s brand and execute communications projects that strengthen the organization's support network. Furthermore, s/he will be an administrative resource to the Director of U.S. Operations and will contribute to the management and streamlining of organizational operations and systems.

II. Duties & Responsibilities

The primary responsibilities of this position include but are not limited to:

Marketing & Communications and Graphic Design

- Work with the Director of U.S. Operations, Development Specialist, and CEO/Co-Founder to strengthen S.O.U.L.'s brand and undertake branding projects.
- Collaborate with Director of U.S. Operations and development team to integrate brand in streamlined organizational boilerplate materials (i.e. key organizational language to be used consistently in marketing and communications, grants, outreach, etc.).
- Maintain the website, including integrating updated branding, curating news/blog posts, managing search engine optimization (SEO), and troubleshooting issues.
- Manage social media platforms in line with the three-year strategic plan and the marketing and communications plan. Working with the Director of U.S. Operations and field staff, develop quarterly social media calendars and curate all weekly content.
- Conduct quarterly audits of the organization's social media platforms, integrating lessons learned into marketing and communications strategy and future projects.
- Use graphic design skills to generate or update organizational marketing and communications collateral, newsletters, and event- or campaign-specific marketing materials. Optimize all marketing and communications materials and material creation processes.
- Working with the Director of U.S. Operations, design compelling online and mail campaigns.

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- Collaborate with the Director of U.S. Operations and development team to market events.

Public Relations and Outreach

- Establish strong public relations systems and initiatives, designing and executing strategies that maintain, engage, and broaden S.O.U.L.'s network of supporters.
- Help the Director of U.S. Operations and development team identify and build relationships with community stakeholders and partners to advance the mission and fundraising goals of the organization.
- Coordinate the distribution of organizational collateral, newsletters, and event-specific marketing materials.
- Manage donor acknowledgment correspondence as needed.

Operations and Administration

- Assist the Director of U.S. Operations in continually optimizing institutional processes and systems in order to grow the organization.
- Collaborate with the Director of U.S. Operations to manage the student sponsorship program (including managing sponsor communications and donations, matching sponsors with students, responding to field staff needs, managing student and sponsor database, coordinating student-sponsor letter process, etc.).
- Manage and develop key organizational databases (including Salesforce, Google Drive, payment processing system, etc.).
- Assist the Director of U.S. Operations in streamlining S.O.U.L.'s human resources systems and U.S. internship program.
- Assist the Director of U.S. Operations in managing legal items and needs.
- Coordinate snail mail and deposit checks.

Other

- Integrating suggestions from the development team, the Director of U.S. Operations, board members, and interns, optimize and execute S.O.U.L.'s business plan for the Mulungi program (social enterprise initiative). Rebrand the program and its marketing materials.
- Assist the Director of U.S. Operations and development team with event management as needed. This could include liaising with vendors, soliciting auction items, and helping execute day-of-event duties.
- Manage and collaborate with relevant interns and volunteers.

III. Qualifications

Education

- Bachelor's degree in nonprofit management, communications, public relations, international relations, English, or a related field required.
- Graphic design education or experience highly preferred.

Professional Knowledge, Skills and Abilities

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- 1-2 years of professional experience in a similar setting, including nonprofit operations/administration experience and communications/public relations experience.
- Knowledge of best practices in marketing, communications, and donor relations, preferably in a similar setting.
- Knowledge of nonprofit management, operations, and administration.
- Knowledge of and experience with graphic design and associated software.
- Strong computer skills, with experience working with CRM systems (Salesforce preferred), Google applications, Microsoft Office, and social media platforms.
- Knowledge of international development, East Africa, and S.O.U.L.'s program areas preferred.

Personal Skills

- Passion and commitment to S.O.U.L. Foundation's mission, programs, and future.
- Strong organizational skills and *exceptional* attention to detail.
- Effective written and oral communicator.
- Ability to take initiative, identifying opportunities and proactively putting forward ideas and solutions.
- Ability to be a team player while at same time able to work independently and be a self-starter and leader.
- Ability to manage time effectively and in several different areas, prioritizing tasks, creating deadlines, and following through on all projects.
- Ability to remain calm under stress.
- Ability and willingness to work flexible hours.
- Positive, creative thinker who is ready to join a dynamic team.

Other

- Ability to work at the Posner Center for International Development in Denver, Colorado.
- Valid driver's license and access to a vehicle, especially during events.
- His/her own computer with relevant graphic design software.
- His/her own phone.

IV. Working Conditions

This person will be required to work regular office hours Monday–Friday and maintain a professional presence at the S.O.U.L. office at the Posner Center for International Development. He/she will also need to work at other times as needs arise (e.g., events, meetings, etc.).

V. Compensation

Compensation is commensurate with experience. Employment package includes two weeks of vacation time, one week of personal/sick time, and eight national holidays.

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VI. Application Instructions

To apply, please send your resume, cover letter, and a professional writing sample to jobs@souluganda.org by Monday, August 29, 2016. Interviews may begin sooner. No phone calls please.

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