

Job Description (Asia Region)

This job description serves as a clear and accurate outline of the role's purpose, key responsibilities, and required qualifications. It is designed to guide recruitment by ensuring candidates and hiring teams share a common understanding of the position. It also helps align the role with organizational goals, supports performance management, and provides a reference point for career development and workforce planning.

Please complete all sections carefully in a careful and concise manner and do not use acronyms or industry jargon. Incomplete templates will delay posting. Once this is complete, email it to HR.

Note: All position grades are determined by the People & Culture (HR) Team. Please DO NOT fill in the "Grade" box below.

Position Information

Position title Senior Media and Communication Officer	Date requested: 22/08/2025
Position Type (FT/ part-time/ ST etc.): FT	Grade (for HR use only): Grade: D; Step: I
Division: International Program and Operations	Department: Communications
Location (Country, City): Phnom Penh	Incumbent's name (if applicable): N/a
Line Manager: Country Program Representative	Dotted-line Manager (if applicable): N/a
Travel Requirement: 20 %	

Job Summary

In 1000 characters or less, state the position's overall purpose or objective, highlighting the general functions the position is responsible for and articulating what the position is expected to accomplish. This section will appear on external sites.

The Senior Media and Communications Officer is responsible for implementing CARE Cambodia's Communication Strategy, with supervision from Country Program Representative. They will support programs team to develop project communications, key messages, strategic documents and align messaging and branding with the needs of partners, donors, the private sectors, government, and CARE.

The Senior Media and Communications Officer's key responsibilities include planning and implementing CARE's Media and Communications Strategy and Plan, raising and maintaining the profile of projects, promoting the work of CARE Cambodia and ensuring all communications are dynamic and responsive to the needs of the organisation. They will update the website and social media platforms and support the production and publishing of electronic and printed Information Education and Communication materials, including stories of change, presentations and other documents that highlight the impact of CARE's work to internal and external stakeholders.

The SMCO is a member of Resource Mobilization Working Group (RMWG) and Emergency Response Team (ERT). The incumbent will work with the Country Program Representative to ensure the communication activities that will align and support the achievement of RM strategy & Emergency Preparedness Plan.

This position is based in Phnom Penh office with regular travel required to other sites.

Responsibilities and Tasks

Describe the major responsibilities, principal tasks, and end results the position is responsible for. Please include rationale as to why it is done and the impact it has on the team or organization. List the responsibilities in the order of importance and state the estimated percentage of time the employee should spend on each responsibility during a typical year.

JOB RESPONSIBILITY 1

Media and Communications Strategy	30 %
<ul style="list-style-type: none"> • Produce key materials for CARE's programs and projects in line with planned Project Communications, including, but not limited to: strategic documents, visibility materials, stories of change and photographs; social media posts; and other external facing content, in English and Khmer; • Develop tailored content for CARE's website and social media platforms, for individual project visibilities, in collaboration with the programs team; • Support the coordination and production of visibility materials for key national and international events and campaigns, including liaising with partner organizations in Cambodia and global CARE offices; • Provide support and guidance when engaging with contractors, such as videographers, photographers and graphic designers, for external project communications, with supervision from the Country Program Representative; • Provide input on communications promoting the visibility and reputation of CARE International in Cambodia; • Advise project teams and local partners on messaging, materials and visibility opportunities for project events and campaigns; and • Develop and maintain relevant communications strategies, guidelines and processes. 	

JOB RESPONSIBILITY 2

Brand and Marketing	20 %
<ul style="list-style-type: none"> • Support the use of brand guidelines for CARE and adhere to donors' specific requirement across projects; • Provide ongoing capacity building support to CARE staff and local partners on guidelines and policies relating to CARE's brand and reputation as required; • Provide input and guidance on appropriate messaging and visuals for internal team and external partners to ensure project visibility and communications materials comply with CARE's brand and vision. 	

JOB RESPONSIBILITY 3

Communications Focal Point	15 %
<ul style="list-style-type: none"> • Serve as the point of contact for communications requests from global CARE offices, Regional CARE Office; and • Regularly contribute content from Cambodia to CARE. 	

JOB RESPONSIBILITY 4

Support Country Office Development and other Responsibilities	30 %
<ul style="list-style-type: none"> • Provide communications, media and outreach input to funding proposals; • Contribute to communications and media strategic planning; • Serve on the Resource Mobilisation Working Group (RMWG) by supporting resource mobilization efforts through the development of capacity statements, project profiles and other marketing materials to position CARE Cambodia as a trusted partner. • Serve as a member of the Emergency Response Team, including engaging in emergency preparedness and assisting in emergency responses as required; • Promote a safe and secure work environment; foster a culture of safety and security awareness and consistently follow all CARE safety and security policies, procedures and directives; 	

PEOPLE & CULTURE

- Demonstrate an understanding of gender equality and women's empowerment and a commitment to CARE's approach and values including ethnic diversity and cultural sensitivity;
- Uphold CARE's Safeguarding Policy and Safeguarding Code of Conduct;
- Must read the Safeguarding Policy and either sign the Safeguarding Code of Conduct or sign a Code of Conduct that is consistent with or references this policy and Safeguarding Code of Conduct; and
- Comply with CARE Cambodia's Financial, Human Resources and Operational requirements, foster strong communication between operations and programs teams and uphold high standards of honesty and integrity in personal conduct.

JOB RESPONSIBILITY 5

N/a	% of time %
N/a	

OTHER RESPONSIBILITIES AS ASSIGNED 5 % of time

N/a

PEOPLE & CULTURE

Qualifications (Know How)

Indicate the minimum required level of education, experience, and skills necessary to qualify for the position and fulfill the organization's expectations for job performance. Also include the education, experience, and skills desired for the position.

Education/Training

E.g. high school diploma; college degree (specify major/minor); specialty (ex. Accounting). Include the following phrase when possible: "or equivalent combination of education and work experience."

Required

Bachelor's degree in media and communications, journalism, international relations, international development or other related field.

Desired

A strong dedicated candidate who bring equivalent combination of education and work experience in; media and communication, journalism or relevant.

Experience/Technical Skills

Number of months/ years of previous professional experience in a similar position. Examples: languages; planning; budgeting; word-processing, basic accounting; advanced written communications; presentations; fundraising; training/facilitation, etc.

Required

- 2 years relevant work experience, preferably with an international non-governmental organisation (INGO) and/or private company; and
- Excellent communication skills in Khmer and good oral and written English;

Desired

- Demonstrated experience producing impactful stories that highlight change created through projects, in a range of formats;
- Knowledge of planning and executing project communications through ranges of formats and engagement.
- Knowledge of or a willingness to learn about women and girls equality and women's empowerment activities;
- Demonstrated good interpersonal skills, planning, problem solving and team building skills;
- Demonstrated organisational and time management skills;
- Demonstrated characteristics of honesty, reliability, trustworthiness with the ability to maintain confidentiality;
- Demonstrated ability to contributes to shared objectives and work effectively in a team
- Demonstrated skills in photography, videography and/or graphic design would be an advantage;

Problem Solving

Click on each level (1, 2 or 3) below to indicate what level of problem-solving this position will face. **Select Level: Level 1**

Level 1: What has to be done and how to do it are clearly defined, and the incumbent will face identical or similar problems on a regular basis
Level 2: What has to be done is known, but how to do it is not defined. The incumbent must use interpolative skills to pick and choose the right strategy to address a given problem.
Level 3: Why things are done is known, but what has to be done and how to do it are not defined. Situations are variable and the incumbent's response will involve analysis, problem definition, development of alternatives, and making recommendations. He or she will face and address problems that are typically non-recurring.

Why does the position fall into this category?

Level 2: What has to be done is known, but how to do it is not defined. The incumbent must use interpolative skills to pick and choose the right strategy to address a given problem.

Competencies

CARE has 5 Core Competencies that **all** staff are expected to demonstrate and 2 Leaders Competencies expected of those in management and leadership positions.

Competency proficiency levels define the degree to which a person in a given job is required to demonstrate the competency through observable behavior. The chart below provides guidance when assigning proficiency levels to jobs. This guidance should be used as a starting point. Click [HERE](#) for guidance on CARE's Job Classification System.

Level	General competency behavior description	Job Classification
Level 1	Foundational: Baseline behaviors.	Support
Level 2	Capable: Practical application of the behaviors.	Professional
Level 3	Inspirational: Role models, coaches, and influences demonstration of the behaviors.	Managerial
Level 4	Transformational: Envisions and innovates the next generation of the behaviors.	Executive

PEOPLE & CULTURE

A. Core Competencies

Please indicate at what proficiency level you expect this role to demonstrate each **Core Competency**. This may be used in performance conversations and as a guide for staff development. You can find detailed descriptions of each Competency and Proficiency Levels [here](#).

- **RELATIONSHIP BUILDING Level 2- Capable**
Develops internal and external trusting & professional relationships. Purposefully develops networks to build value through collaboration.
- **INCLUSION Level 2- Capable**
Contributes to an environment where all employees feel a sense of belonging, valued for their differences, and empowered to participate and contribute freely.
- **DYNAMIC LEARNING MINDSET Level 3 - Inspirational**
Continuously seeks opportunities to learn, questions past approaches in the current environment, owns growth and learns from failure.
- **DELIVERING RESULTS Level 2- Capable**
Invests time in planning to achieve goals while meeting quality standards & demonstrating commitment.
- **COMMUNICATION Level 3 - Inspirational**
Effectively and appropriately interacts with others to build relationships, influence, and share ideas. Uses tact, diplomacy & cross-cultural sensitivity to navigate difficult situations.

B. Leadership Competencies

If this role is expected to manage direct reports, please indicate at what proficiency level you expect this role to demonstrate each **Leadership Competency**. This may be used in performance conversations and as a guide for staff development. You can find detailed descriptions of each Competency and Proficiency Levels [here](#).

- **STRATEGIC LEADERSHIP & EXECUTION Choose Level**
Applies vision to think beyond the immediate situation. Invests time in planning, discovery, and reflection. Ensures business goals are met by executing, monitoring, & adjusting.
- **PEOPLE LEADERSHIP Choose Level**
Inspires, motivates, & empowers people to achieve organizational goals. Coaches, mentors, and manages employee experience, and employee performance. Creates space for others to lead.

C. Functional Competencies

Choose the **top 3 Functional Competencies** from CARE's Competency Library that this role must demonstrate to create the desired impact. There are many competencies that will fit the role, however, please think about the most essential skills needed for this employee to succeed in their role. This may be used in performance conversations and as a guide for staff development. You can find various job-specific Functional Competency Libraries [here](#). If you are unable to find a specific Competency that you consider essential, please contact your HR Business Partner.

Competencies	Proficiency Level
Planning and result orientation	Level 3 - Inspirational
Creativity and innovation	Level 3 - Inspirational
Teamwork and collaboration	Level 3 - Inspirational

Organization

