

AGA KHAN SCHOOLS

Job Description - Communications Assistant

Background:

The Aga Khan Schools (AKS), an agency of the Aga Khan Development Network (AKDN), comprises the Aga Khan Education Services (AKES) and the Aga Khan Academies (AKA). AKS is a network of 200 schools, over 100 non-formal education programmes and seven hostels, serving almost 100,000 students each year, with the support of over 6,500 teachers and staff. The agency currently operates across 11 countries in East Africa and South and Central Asia.

The Communications Assistant will be working closely with the Communications Manager and, as a team, they will play a pivotal role in providing communications support and oversight to the Country Communications Leads in the countries that AKS operates in.

The Communications Assistant will be working across a wide range of priority areas, including producing, reviewing and editing communication materials, coordinating the development of communication materials, and supporting the Country Communications Leads. The Communications Assistant is expected to be keen to learn and grow within the team, have excellent writing and coordination skills, proven experience of managing digital platforms, the ability to develop engaging social media content, and multi-task. The role may include some travel to AKS' countries of operation.

Key areas of responsibility

- Annual planning for content and deliverables. This area of work includes:
 - Brainstorming, developing and overseeing an annual plan for content and deliverables for the year with Head Office and Country Communications Leads.
- Social media. This area of work includes:
 - Managing the agency-level social media accounts;
 - Supporting Country Communications Leads with creating social media accounts and providing ongoing support/training, for example through reviewing captions and monitoring accounts, to ensure alignment with AKS/AKDN style and branding guidelines;
 - Creating reports, when requested, to track the growth and performance of the agency-level social media accounts; and
- Review and produce content. This area of work includes:
 - Updating, producing and publishing various content types on the websites (e.g., spotlights, stories, alerts, etc.); and
 - Reviewing content provided by the Country Communications Leads (e.g., stories, newsletters, website updates, calendars, brochures, etc.) before it is published/circulated/printed.
- Website analytics. This area of work includes:
 - Delivering quarterly reports on the performance of the websites; and
 - Working with the Country Communications Leads to optimise the performance of their webpages on the websites.
- Support with coordinating the work of volunteers. This area of work includes:
 - Allocating projects to the volunteer team and manage their workload. Projects could include writing or reviewing articles, graphic design or editing videos; and



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- Reviewing materials developed by the volunteers to ensure style and branding guidelines are followed.
- Any other matters required, as requested by the AKS Communications Manager.

Required Attributes

- Bachelor's degree in communications, journalism, marketing or other related field or 5 years' experience in a communications role
- Excellent verbal and written communication in English
- Excellent editing and proofreading skills and attention to detail
- In-depth knowledge of popular social media platforms (Facebook, X, Instagram, LinkedIn, YouTube)
- Experience with Canva and/or Adobe Creative Cloud software
- Experience with website and social media analytics (e.g., Google Analytics)
- Ability to work as a team player and independently
- Strong interpersonal skills

Desired Attributes

- Ability to coordinate the completion of tasks with colleagues
- Ability to manage multiple projects simultaneously
- Ability to take initiative and be proactive
- Cross-cultural agility
- Experience working with volunteers
- Advanced knowledge of Microsoft Office tools
- Basic knowledge of html

“The AKDN is committed to diversity and inclusion within its workforce, and encourages all candidates, irrespective of gender, nationality, religion, or ethnicity, including persons living with disabilities, to apply to become a part of the organisation.”

Environment and Climate is a core strategic priority and crosscutting theme for the AKDN. Geographies where the AKDN works include some of the world's most vulnerable communities, adversely affected by environmental degradation and climate change. AKS and its workforce therefore recognise its responsibility to help protect the planet and are committed to minimising the impact on the environment.

AKS recognises the importance of safeguarding and is committed to promoting the welfare of children and staff. Thorough safeguarding checks will be conducted for all candidates. All employees and volunteers must abide by the AKS Safeguarding and Child Protection Policy.”

