

# Support Manager level 1 (Communication/Rapid Response)

(0.8-1.0 FTE)

Middle East and North Africa region

**Open Doors** is an international, interdenominational organization that supports Christians who are persecuted for their faith. Within the regional department Middle East & North Africa the following job has become vacant

In this position you are responsible for coordinating the Rapid Response team within the Communication department in the Middle East and North Africa. We are currently establishing a new Rapid Response team and are looking for a new colleague to support us in this process. As the Rapid Response Support Manager and Communication professional you will be part of a small but growing international team, reporting to the Regional Manager for Communication, International Speaking & Strategic Relations.

## **YOUR KEY RESPONSIBILITIES:**

### **Rapid response:**

- Act as Middle East & North Africa spokesperson in the context of rapid response and respond quickly and strategically to events;
- Manage public relations by providing timely, factual, and relevant communications to stakeholders and targeted audiences using multiple channels to engage;
- Help develop a rapid-response strategy, keeping the best practices in mind;
- Lead rapid-response communication, prepare for (un)foreseen events and emergencies in advance, identify key audiences and stakeholders;
- Prepare responses for common questions, deliver prepared remarks and handle press questions;
- Look for opportunities to support international offices in positioning OD in the news, offer reactions to breaking news, and help secure real-time coverage;
- Produce regular and ad-hoc in-depth media content and analytical reports as required;
- Travel between the various Middle East and North Africa countries as well as temporarily relocate up to a few weeks in different countries;
- Schedule and appear at press conferences;

### **Networking:**

- Build a network in the various MENA countries of spokespeople, stringers (freelancer journalists, photographers, videographers), reporters, supporters, stakeholders, and targeted audiences;
- Build recognition and trust and establish strong relationships with internal and external stakeholders;

### **Capacity building:**

- Oversee the roll-out of the organization's rapid-response plan;
- Support in the recruitment to fill the extra capacity positions in the MENA region;
- Co-manage and coordinate a small team of (around five) rapid response staff located in different MENA countries;
- Build expertise of local rapid response /communicators teams, strengthen teamwork and collaboration;

### **Support**

- Support the Communication, International Speaking & Strategic Relations Manager
- provide strategic counsel on rapid response strategies,
- work hand-in-hand with the regional MENA and local team
- provide expertise and specialist advice in the area of rapid response, draft and revise company policies, and streamline processes to improve the efficiency and effectiveness of communication;

## YOUR PROFILE

- Committed Christian with a heart for the Persecuted Church;
- Level of education: minimum BA degree in Journalism, Communication, International Relations, Public Relations, or other relevant field;
- You have at least 5-7 years of post-graduate professional experience in the field of journalism, communications, or advocacy of which at least 2 years supervisory/managerial experience;
- You have experience with emergency response as well as managing budget and finances;
- You have a high level of integrity, tact, maturity of judgement and professional ethics;
- You are resourceful, proactive, take initiative, and are able to work independently;
- You have international working experience, and experience working in/with different cultures;
- You are able to work under pressure, flexible in adapting to changes and accepting work assignments outside the normal terms of reference;
- You have excellent oral and written communication skills in English and Arabic
- You have extensive knowledge of the culture and customs in the Middle East and North Africa;
- You are able and willing to travel and temporarily relocate internationally.

This is a salaried position. Working at Open Doors means that you are actively involved in the worldwide Persecuted Church. We offer you a position in an international environment and a professional team, and the opportunity to show your added value.

### INTERESTED?

Please send your CV and motivation as soon as possible but before **31 August 2021**, to the HR department via [hrm@od.org](mailto:hrm@od.org). We may ask for references from your previous employer(s) and your local church. An assessment can be part of the application process.

*Working for Open Doors is not without risks in some areas. Because of the potential need for establishing future risk-averting measures in the event of a successful application, we advise you not to widely share your wish to work for Open Doors during the application period.*