



ASSOCIATE DIRECTOR DUBLIN

KYNE is an award-winning specialty health communications agency dedicated to helping improve and save lives. We were founded on the belief that communication is a powerful health intervention. Our team is passionate and committed, with deep experience working across sectors to make real differences in health. We love what we do, we live what we do, and we truly believe in what we do.

We are looking for a seasoned technical lead to support national communications campaigns in Chad and Mali, as well as other public health communications projects. The Associate Director will work from our Dublin office and frequent field travel is required.

The successful candidate will be a passionate public health practitioner with expertise in program management, behavior change communications (BCC) and capacity building. He/she will be able to operate nimbly and successfully in complex environments.

KEY RESPONSIBILITIES:

Program Management

- Provide technical leadership for national communications campaigns in Chad and Mali
- Serve as primary liaison for communication between in-country client stakeholders, in-country KYNE program managers and KYNE headquarters
- Conduct daily/weekly calls with in-country program managers in Bamako and N'Djamena to ensure successful implementation of campaign activities
- Provide oversight, guidance and support to in-country program managers to ensure success of individual country campaigns
- Review and provide strategic input into client key program-related client reports and communications
- Travel to the field to conduct trainings and monitor progress toward planned activities, and work with in-country consultants, clients, and stakeholders to ensure programs are on track
- Oversee qualitative and quantitative monitoring and evaluation (M&E) activities implemented by country program managers, and work closely with M&E Senior Manager to ensure timely and effective measurement execution
- Work closely with global team to ensure dissemination and M&E documentation are translated appropriately
- Foster a strong and collaborative global team, committed to communications
- Make key recommendations to improve campaign implementation

Client Service / Relationship Management

- Lead and maintain relationships with core clients, stakeholders and partners
- Manage multiple significant (e.g. large scope/budget/clients/multiple projects) and complex client engagements for the business
- Lead all aspects of planning and execution of client projects, ensuring timeliness, efficiency and high-quality delivery of results
- Serve as strategic counsel lead for client engagements based on broad communications landscape and business goals; takes immediate action on client feedback
- Develop written materials on complex client issues (e.g., executive talking points, speeches, presentations, issues management support and counsel)
- Serve as facilitator for workshops and events, including training sessions, multi-stakeholder convening initiatives, internal messaging workshops, etc.

Business Development

- Support preparation for public health new business opportunities, including assistance with research, slide development, RFP development, etc.
- Participate in new business presentations as appropriate

Initiative & Flexibility

- Understand key issues to be considered when making decisions
- Display an ongoing willingness to gain knowledge and make significant contributions to the team
- Manage assigned projects and knows when manager / senior leadership review is required vs. when to keep projects moving independently, providing updates as appropriate
- Demonstrate initiative and resourcefulness and attempts to work through issues independently
- Demonstrate flexibility in working across teams and ability to adapt to project needs, different team working styles, etc.
- Take the initiative in seeking training on company processes/procedures

Effective Communication

- Provide direct and constructive feedback to junior team members, supporting them in developing fundamental skill sets (writing, research, logistics, etc.)
- Encourage regular feedback from manager and team members
- Proactively seek out / regularly lead key aspects of client interactions to further develop client communication skills



Teamwork & Leadership

- Serve as a role model for junior team members
- Know when to involve client/line managers in decisions and when to execute on decisions independently
- Recognized by peers and management for their consistent and proactive contributions to the team

REQUIRED EDUCATION & EXPERIENCE

- Bachelor's degree required; Masters' degree in Public Health, Health Promotion, or related fields preferred
- 8+ years' experience in a similar role with field experience, ideally in an African country
- Experience in program management, preferably for the implementation of a health communications or BCC program
- Excellent written and spoken English and French
- A strong understanding of current issues in global health

DESIRED SKILLS & EXPERIENCE

- Excellent communication skills (written and oral)
- Five years field experience, ideally in an African country
- Experience in the design and implementation of BCC programs at the national and/or regional level
- Ability to develop and maintain effective relationships/partnerships (internally and externally)
- Demonstrates keen critical thinking skills, handles conflict diplomatically and demonstrates managerial acumen
- Positive, professional and flexible attitude that lends itself to quality client service
- Excellent problem solver and negotiation skills
- Experience of working and liaising with multiple stakeholders, including national government
- Experience providing capacity building to national staff
- Experience conducting training using participatory approaches
- Experience working in remote management settings
- Experience of having worked in Mali and Chad countries is an asset
- Willingness to travel to the areas of operation, sometimes in insecure settings
- Have strong skills in the use of Microsoft packages including Word, Excel and PowerPoint