

Communications Coordinator

Long Term / Short Term	Long Term	Classification	14 (Vietnam National)
Duration	1 year with possibility of extension to July 2030	Reports To	Team Leader
Location	Hanoi or Can Tho - Vietnam	Child protection risk assessment	Incidental or minimal contact

Aus4Adaptation

Palladium is a global development and consulting firm, part of the GSI Consulting Group, working alongside some of the world's leading project management and engineering organisations. We partner with governments, businesses, investors and communities to design and deliver complex programs that create lasting impact. With a presence across more than 90 countries, Palladium offers the opportunity to work on meaningful challenges, alongside talented colleagues, in environments where your work can truly make a difference.

Aus4Adaptation (the program) is a partnership between the governments of Australia and Vietnam to work together in responding to the challenges of climate change facing the Mekong Delta. It complements other investments that Australia has already made in climate change adaptation. The program is organised into three pillars to support a comprehensive response to climate change:

1. **Supporting policy implementation:** Working with the Ministry of Agriculture and Environment's Department of Climate Change (DCC), the program strengthens implementation of the adaptation component of Vietnam's Nationally Determined Contributions (NDC).
2. **Scaling solutions:** Focused on priority provinces in the Mekong Delta, Aus4Adaptation brings together government, private sector and communities to amplify impact from tested climate adaptation models and practices in areas such as climate resilient livelihoods, disaster risk reduction, and natural resource management.
3. **Knowledge and technology:** In partnership with Can Tho University, the program promotes research, knowledge sharing, and innovation through a Knowledge Hub that links Vietnamese and Australian universities and research institutes.

Purpose of Position

The **Communications Coordinator** will coordinate overall communications and outreach efforts from either the Hanoi or Can Tho office in alignment with Aus4Adaptation's Communications and Public Diplomacy Strategy. Working with a Strategic Communications Consultant (Australia based), this will include developing communications materials, supporting media planning for events, success stories, and social media content highlighting program accomplishments. Communications will focus on internal and external audiences, as well as key stakeholders and partners of the different program activities.

They will be based in either Hanoi or Can Tho, with periodic travel to the project's target sites as required for program activities.

Primary Responsibilities

Key responsibilities include:

Coordinate implementation of the Aus4Adaptation Communications and Public Diplomacy Strategy

- Work with program staff to develop content and produce high-quality communications materials, including activity updates, press releases, news and magazine articles, social media content, newsletters, updated website information, and brochures to highlight program success and learnings.
- Coordinate with DFAT and relevant communications outlets to develop effective social media content, in compliance with DFAT and Palladium policies.
- Work with program staff to develop and design appropriate communications material for program events, conferences, workshops and training purposes, in close coordination with DFAT as appropriate.
- Build and maintain relationships with national, regional, and international media agencies and independent journalists to ensure quality media coverage of key Aus4Adaptation activities, in alignment with DFAT policies and procedures.
- Ensure program compliance with DFAT Brand Guidelines, and other relevant communications requirements including gender equality, disability, and social inclusion considerations in communication activities.
- Develop and implement annual communications plans as part of annual project workplans, based on the Communications and Public Diplomacy Strategy.
- Work closely with Aus4Adaptation senior management and DFAT to update the Communications and Public Diplomacy Strategy as needed.
- Assist in editing and proofreading of program communication products.
- Oversee outsourced designs and layouts.

Work with Aus4Adaptation partners and grantees to identify and develop effective communications activities and materials

- Collaborate with partners and grantees, where appropriate, to implement communication systems to support and/or create communication products that capture the positive impact and learnings from Aus4Adaptation.
- Assist grantees in developing communications plans and products aligned with Communications and Public Diplomacy Strategy and DFAT Brand Guidelines.
- Work with partners and grantees to facilitate collaboration, knowledge activities, learning and sharing of experiences among local partners; develop communications materials and publications to highlight success stories identified by Aus4Adaptation stakeholders.
- Establish appropriate information-sharing relationships with community groups and/or local NGOs, government agencies, businesses, and academic institutions in Vietnam.

Support overall project implementation, reporting, and filing

- Contribute to progress reporting, annual reports, annual workplan development and finalising documents based on input from various team members for final review by program management.
- Track the presence of Aus4Adaptation online with the support of the Monitoring, Evaluation and Learning Team.
- Maintain a communications materials product library/archive including informed consent and release forms.

Other Responsibilities

- Travel within Vietnam as required.
- Undertake other duties consistent with the level of the position as directed by the Team Leader.
- Contribute to a positive, collaborative and learning-oriented program culture.

Due to the evolving nature of the program, the incumbent may be required where appropriate to undertake additional duties outside the original scope of this Terms of Reference and aligned with their skills and experience.

Reporting Requirements

This role reports to the Team Leader. Reporting requirements may include, but are not limited to:

- Contribution to six-monthly and annual program reporting.
- Attendance at team meetings and relevant stakeholder meetings.
- Regular coordination meetings with program partners and program teams

Minimum Education and Experience Required

Qualifications

- Tertiary qualifications in an appropriate field of study marketing, communications, public affairs, development, or other development-related fields.

Experience

- Relevant mid-career level professional experience in communications, advocacy, outreach, and/or public diplomacy, preferably within bilateral or multilateral development programs.
- Experience contributing to donor reporting, program reviews, storytelling, and learning processes.
- Experience developing campaigns using a variety of methods such as social media, online and print publications, community meetings, and other creative means.
- Experience working effectively with a range of stakeholders, including government agencies, development partners, civil society organisations, private sector partners, and community stakeholders.
- Experience in climate change, resilience, natural resource management, environmental protection or other relevant development sectors is desirable.

Knowledge and Skills

- Strong written and verbal communication, editing and proofreading skills, including experience preparing social media content, success stories, reports, and presentations.
- Experience maintaining relationships with stakeholders at all levels (government, international and local NGOs, local enterprises and at community level)
- Strong skills in Microsoft Office Suite, social media management (Facebook, LinkedIn, Instagram) are required. Experience working with design software such as Adobe Creative Suite (InDesign, Illustrator, Photoshop) is preferred.
- Creative and critical thinking skills, with the ability to develop innovative, impactful communications and outreach materials.
- Working knowledge of DFAT's communications channels and strategies, is desirable.
- Understanding of climate change issues is an advantage, especially knowledge of Australia's and Vietnam's climate change adaptation and development priorities.
- Professional fluency in English and Vietnamese, both written and spoken.

Personal Attributes

- Strong interpersonal skills and the ability to build and maintain effective working relationships with diverse stakeholders.

- Well-developed organisational skills, with the ability to manage multiple tasks and meet deadlines in a fast-paced environment.
- Proactive, resourceful, and able to work independently while contributing effectively within a team.
- High level of attention to detail and commitment to quality and accuracy.
- Demonstrated commitment to continuous learning, collaboration, and professional integrity.

Equal opportunity employer

Palladium is an equal opportunity employer, committed to diversity and inclusion. Should you require any reasonable adjustments to a selection process due to disability or any other circumstance, please email our team at accessibility@thepalladiumgroup.com and we will endeavour to make any reasonable adjustments to our process.