



IMPACT & COMMUNICATIONS OFFICER – HOPE HEALTH ACTION

JOB DESCRIPTION

This is a unique opportunity to join a dynamic, growing team making a big difference. As our Impact & Communications Officer, you'll play a central role in telling the story of Hope Health Action's work across East Africa and Haiti – shaping how we communicate with funders, supporters and the wider world. If you're a creative communicator with a heart for justice and an eye for detail, we'd love to hear from you.

Full-time, flexible working considered

Salary: £28,000–£33,000 (depending on experience)

Location: Hybrid, with at least one day a week in our office space in Hayes (BR4 9BU)

Annual Leave: 33 days per year including bank holidays, plus any work days that fall between Christmas and New Year

Flexible Working: Options for flexible hours and remote working

Personal Development: Annual training budget and professional development opportunities

Faith-friendly: Opportunities to take part in team prayer and devotionals (optional)

Team Culture: A supportive, passionate, and committed team environment, with regular staff socials and biannual team retreats

Global Collaboration: Work closely with our local teams in East Africa and Haiti, with potential opportunities for international travel

ABOUT HOPE HEALTH ACTION

Hope Health Action (HHA) is a Christian NGO passionate about providing life-saving health and disability care to the world's most vulnerable. We work in Haiti, South Sudan, and Uganda, partnering with local communities to deliver sustainable, long-term solutions in challenging contexts.

In recent years, our **fundraising potential has grown significantly** – with new partnerships, global awards, and high-profile fundraising campaigns enabling our projects to expand and our impact to deepen. As our work grows, so too does the need to ensure our **storytelling and communications reflect this momentum**: that we're stewarding partnerships well, communicating the life-changing impact of our programmes, and telling powerful stories that enable us to engage new audiences and sustain future growth.

We believe in the power of authentic, ethical storytelling to inspire change. That's why we're looking for a passionate, creative and detail-oriented individual to join our team – someone who can strengthen the way we capture, communicate, and demonstrate impact across all of our work.

THE ROLE

The Impact Communications & Reporting Officer will bridge the gap between our **programme delivery and our supporters, funders and public audiences**. You'll work closely with the Development Director, Trusts & Grants Manager, and Country Directors to gather compelling content, robust impact data, and programme

insights – and help translate these into high-quality reports, campaigns and communications for a range of stakeholders.

This is a key role for someone who thrives on both **structure and creativity** – combining a passion for impact measurement and ethical storytelling with strong communication skills and a heart for justice.

You'll be joining a **passionate and close-knit international team**. While HHA has over 100 local staff delivering services across East Africa and Haiti, the UK-based international team is small (fewer than 10 people including part-time staff and long-term volunteers). We see this as a strength – it allows us to be agile, supportive and closely connected – but it also means we're looking for someone who's flexible, proactive and willing to pitch in. You should be comfortable juggling varied responsibilities, open to learning, and happy working in a collaborative environment where everyone plays a key role.

KEY RESPONSIBILITIES

You will be the bridge between our projects and our audience – responsible for collecting content to demonstrate our impact, and communicating this to a range of stakeholders through various channels.

1. Impact measurement and content collection: gathering content that tells our story

- Collaborate with in-country teams and Country Directors to develop and manage systems for robust and consistent **monitoring and evaluation** (M&E) data, ensuring both quantitative and qualitative insights are captured.
- Develop and implement processes for regular, respectful and representative **content collection** (beneficiary stories, photos, quotes, case studies) – including training for in-country staff on informed consent and best practices with content collection.
- Curate and manage a **library of visual and narrative content** for use across donor communications and public channels.
- Occasionally travel to project sites (where appropriate) to **collect first-hand content**, including collaboration with, and coordination of, professional photographers/videographers.

2. Impact Reporting: telling our story to trusts, foundations, major donors and institutional funders

- Work closely with the Trusts & Grants Manager, Country Directors and in-country teams to manage the **impact reporting** process for major donors, foundations and institutional partners, including tracking deadlines, identifying the content needed, and collating data, success stories and beneficiary feedback.
- Write, design and produce high quality impact reports and updates for **key stakeholders** – ensuring clarity, accuracy, visual appeal and compelling storytelling.

3. Communications & Digital Content Management: telling our story to our supporter network

- Lead HHA's **social media presence** across platforms (Instagram, Facebook, LinkedIn, X and others), including planning, creating and scheduling content that reflects HHA's impact, values and voice.
- Manage the HHA **website**, ensuring content is accurate, engaging and up to date, including drafting and publishing blog posts and impact stories.
- Lead on HHA's **email marketing and newsletters** (via Mailchimp), including planning content calendars, writing compelling copy, and segmenting audiences for tailored engagement.



- Support the Development Director with **donor communications** for individual supporters – including thank-you emails, campaign updates, physical mailings, and appeals.
 - Work with the Development Director to create **integrated campaign content** (across digital and print) that engages and inspires HHA's supporter base.
 - Ensure **consistency of tone, message and branding** across all public-facing communications, in line with HHA's ethical storytelling guidelines. Adapt communications for a variety of different audiences (including Christian groups, churches, and non-faith supporters).
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ABOUT YOU

The ideal candidate will bring a balance of analytical thinking and hands-on creativity, and will be deeply motivated by the opportunity to amplify the voices of those HHA serves.

You will have:

- Experience in communications, ideally including grant reporting, M&E or impact storytelling in the charity/international development sector.
- Exceptional writing skills, with the ability to tailor tone and content for different audiences.
- Strong organisational and analytical skills, with attention to detail.
- Flexibility, proactivity, and the ability to work collaboratively within a small team and across cultures.
- A good understanding of social media and digital marketing platforms.
- A genuine interest in our mission, vision and values, and a passion for international development.

While not essential, we'd also value:

- Experience with graphic design tools such as Canva, Adobe InDesign or similar.
- Familiarity with AI tools and how they can be integrated into communications and reporting workflows.
- Prior field experience in low-income, refugee or conflict-affected settings.

As a Christian charity, our values are inspired by the teachings of Jesus. We welcome applicants of all faiths and none – and our team includes people who are Christian (Protestant and Catholic) as well as those who do not hold a faith. Applicants should be comfortable working in a faith-based environment, communicating the part that faith plays in our work, and supporting HHA's inclusive values, which are rooted in love, dignity, justice and compassion for all.