

ROLE PURPOSE



Role Title: Communications and Knowledge Management Coordinator

Division: Program & Partnerships

Location: Dhaka, Bangladesh

Date: November 2025

Employment type: Full time, Fixed-term contract

Reports to: Senior Program Manager

Number of direct reports: 0

Leadership Band: Leads Self

Purpose of the role:

The Communications and Knowledge Management Coordinator is accountable for leading communications, programs knowledge management, and data reporting for The Fred Hollows Foundation Bangladesh (FHF Bangladesh). The position ensures evidence-based storytelling, visibility of program achievements, and effective monitoring and reporting systems that support strategic decision-making and donor requirements. This role integrates communications, learning, and research to strengthen FHF Bangladesh's impact narrative, ensure quality data and knowledge management through MIS and knowledge-sharing platforms, and support advocacy and fundraising through strategic media, internal communications, and partnership engagement.

Key Responsibilities:

1. Lead the implementation of FHF Bangladesh's communications strategy and ensure high-quality visibility of programs and partnerships.
2. Produce compelling content including case studies, stories, social media posts, and publications that showcase program impact.
3. Manage media inquiries and proactively identify opportunities to promote FHF Bangladesh's work and partnerships.
4. Support internal communications, advocacy campaigns, and key knowledge-sharing events across the country team.
5. Strengthen knowledge management by maintaining learning resources, coordinating knowledge-exchange activities, and supporting development of technical and learning materials.
6. Develop and support project communications, engagement, and knowledge translation plans to ensure the right audiences are informed and project learnings drive innovation.
7. Lead data consolidation, analysis, and reporting through MIS and partner systems; prepare quarterly, annual, and donor reports.
8. Coordinate to develop relevant knowledgebase during research, assessments, and evidence generation with partners and research institutions.
9. Build capacity of partners and staff on documentation, reporting, MIS use, and knowledge translation.
10. Ensure compliance with safeguarding, branding, health and safety, and organisational policies.
11. Perform other duties as required to support FHF Bangladesh's mission.

Our Capabilities:

As a member of The Foundation Family you will:

1. Live by the values of The Foundation and support The Foundation's culture, performance and brand.
2. Adhere to all The Foundation's policies and procedures.
3. Strengthen the health, safety and well-being of all/look out for the well-being.
4. Lead, collaborate and contribute in all interactions.



Essential Experience:

- Minimum 6 years of experience in communications, monitoring and evaluation, or knowledge management.
- Experience in media engagement, storytelling, and visibility campaigns.
- Proven experience in report writing and documentation.
- Understanding of the different knowledge needs of diverse audiences.
- Experience managing learning activities and collaboratively developing knowledge products.
- Experience gathering, assessing, synthesising, and presenting evidence from multiple information sources.

Skills:

- Strong analytical skills with hands-on experience in data systems and MIS tools.

Desirable Experience:

- Experience in international development, health, or eye health sectors, research management.

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| <ul style="list-style-type: none"> • Excellent written and verbal communication skills in English and Bangla. • Strong interpersonal skills and ability to work effectively with diverse partners. • Ability to work both independently and collaboratively across teams. • Ability to synthesise insights, identify gaps, and think critically and creatively. • Strong organisational skills with attention to detail. | <ul style="list-style-type: none"> • Skills in photography, videography, and visual storytelling. • Familiarity with MIS tools, Kobo, or similar data platforms. • Experience coordinating research or donor-funded studies. |
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Qualifications:

Master's degree in Communications, Public Health, Development Studies, Information Management, or related fields.

The position involves:

This position is recognised as having "Contact with Children" either direct or indirect
This position does involve "Working with Children" either direct or indirect.

Travel:

Regular travel within Bangladesh and occasional international travel as required.

Additional Responsibility:

Ensure that the work for which they are responsible is carried out in ways, which safeguard the health and safety of workers.

This role purpose defines the broad accountabilities of the positions, which may change based on organisational need. Please refer to the divisional, team and individual work plans for more specific details

To work in The Foundation, you will:

- Be eligible to work in Bangladesh and other regions where you will be based
- Undergo background check including criminal records and qualifications check
- Undergo working with children check for positions that are identified as working with children