

JOB DESCRIPTION

COMMUNICATIONS TEAM MANAGER

Role Overview

The Communications Team Manager is a leadership role responsible for managing the Communications Team, overseeing communications strategy, and ensuring the quality and consistency of all organisational communications. Working closely with the Chief Operating Officer and Management Team, the role focuses on team leadership, editorial oversight, quality assurance, strategic planning, and communications support for donor engagement, fundraising, and the foundation's wider mission.

Key Responsibilities

Team Leadership and Management

- Lead, supervise, and support members of the Communications Team, including specialist communications staff and interns.
- Coordinate team workflows, priorities, and project delivery to ensure communications objectives are achieved.
- Provide mentoring, coaching, and performance feedback to team members.
- Ensure communications projects are delivered on time and to a high standard.

Editorial Oversight and Quality Assurance

- Review, proofread, and approve communications materials produced by the Communications Team prior to publication or submission.
- Ensure all communications meet organisational standards for accuracy, clarity, consistency, grammar, professionalism, and tone.
- Maintain and enforce organisational communication standards, brand guidelines, and editorial procedures.

Communications Strategy

- Lead and regularly update the organisation's Communications Strategy, ensuring alignment with organisational priorities and objectives.
- Monitor communications performance and provide recommendations, updates, and progress reports to the Management Team.
- Identify and implement appropriate tools, technologies, and processes to improve communications effectiveness and efficiency.

Fundraising and Donor Communications

- Support organisational fundraising objectives through effective donor communications, impact storytelling, campaign messaging, and stewardship materials.
- Work closely with relevant team members to ensure communications effectively support fundraising and partnership development efforts.
- Ensure organisational impact and achievements are communicated clearly and compellingly to donors, partners, and supporters.

Content and Public Communications

- Oversee the development and publication of content across the organisation's communications channels, including the website, newsletters, social media platforms, reports, and other public materials.
- Ensure website content remains accurate, engaging, and up to date.
- Oversee the continued development and management of the Ambassador Programme.
- Support communications activities relating to organisational events, campaigns, and special projects.

Person Specification

Essential

Leadership Experience: Experience leading, supervising, or coordinating a communications, marketing, fundraising, or related team, with the ability to manage workloads, priorities, and team performance.

Written English and Editorial Skills: Excellent written and spoken English, with strong proofreading, editing, and quality assurance skills.

Strategic Thinking: Ability to develop communications strategies that support fundraising, donor engagement, organisational goals, and wider public awareness.

Organisation and Project Management: Strong ability to manage multiple tasks, deadlines, and priorities while maintaining high standards and attention to detail.

Interpersonal Skills: Ability to work well with colleagues, donors, partners, and external stakeholders, with strong mentoring and coaching skills.

Location: Office-based in Chiang Mai

Hours: 37.5 hours per week (7.5 hours daily, Monday–Friday), with flexible hours required around event dates and campaign launches.

Salary: 30,000 - 32,000 THB per month

Benefits:

- 20 days paid annual leave, plus Thai public holidays
- Shared contribution to the Social Security Fund
- Enrolment in a private medical insurance scheme

How to apply: Interested candidates are invited to submit their CV and cover letter to dj@philanthropyconnections.org

The deadline for applications is **20 July 2026**.