

ORGANIZATIONAL CONTEXT	
Job Title	Communications Coordinator
Job Code	Coordinator - 1
Grade	5
Affairs	Assets Affairs
Department	Roads O&M
Section	Enablers
Team	Customer Service
Date last updated	26 March 2014

JOB CONTENT
Role Objective
1. To assist with development of customer communication strategies across all Roads O&M deliverables and manage all administrative duties to deliver and support the communications manager in delivery and management of communication strategies, events, launches, workshops and training.
Job Roles & Responsibilities
<ol style="list-style-type: none">1. Assist with preparing, development and drafting of communication strategies across all Roads O&M projects2. Assist with preparation of policy and process documentation using prescribed templates and formats3. Assist with managing all stakeholder engagement and third party communication4. Liaise directly with all third parties and stakeholders and managing all formal communication between the parties5. Assist with development and delivery of training and development workshops6. Responsible for management of all administration for the Communications Team7. Assist with development and design of internal and external communication plans8. Assist with managing and working with PR and Communications Department in organising any PR Campaigns, launches, events and workshops in respect to delivery of all Roads O&M Projects9. Assisting the Customer Service Manager in developing and overseeing the implementation of new procedures on behalf of the public works authority that relate to managing customer communication and stakeholder engagement10. Undertake any other duties that may be assigned by the Communications Manager

BEHAVIORAL SKILLS, KNOWLEDGE AND EXPERIENCE <i>(Knowledge and experience needed for the satisfactory performance of the job)</i>
Educational & Experience:
Qualifications
Essential <ul style="list-style-type: none">• Degree level
Desirable <ul style="list-style-type: none">•
Technical Knowledge

Roads O&M Job Profile

- Familiar with Qatari and/or developed road network,
- Familiar with development of communication strategies
- Computer literate with excellent command of MS Office and presentation tools
- Arabic desirable

The Individual

- Minimum of 5 years' post-graduation experience
- Industry experience, from FM, Construction, Operations or Technical Background
- Excellent communication skills
- Motivated and driven
- Team worker
- Leadership and persuasive skills