



BANK of ZAMBIA

EMPLOYMENT OPPORTUNITIES

Bank of Zambia, an equal opportunity employer invites applications from suitably qualified Zambians to apply for the following vacant positions:

BOARD SERVICES DEPARTMENT

2.0 MANAGER – E COMMUNICATIONS (HO) (1 POST)

GRADE: BOZ 6

Job Purpose

Develop and execute the Bank's digital communication strategies that promote and sustain a positive image for the Bank

Main Accountabilities

1. Implement the Communications Policy and Guidelines relating to the development and maintenance of the website, intranet, social media and other digital activities relating to external and internal stakeholders.
2. Manage the intranet and raise its profile amongst members of staff as their primary source of information and to utilize all modules available.
3. Maintain and update the Bank's website and ensure it is modern and professionally designed, as well as produce new and interesting content for the website, intranet and social media.
4. Enhance user online experience and engagement through real time updates of press releases, speeches, announcements etc.
5. Publish Guidelines for on-line posting and editing of publications to protect BOZ's external and internal image and integrity.
6. Coordinate the activities of web liaison officers comprising staff from all Bank departments to ensure that content from departments is timely, accurate and consistent in style and presentation.
7. Monitor daily the quality of content and images on the Bank of Zambia website and intranet to ensure they satisfy the information needs of the stakeholders and are reflective of a modern central Bank.
8. Arrange, source or coordinate images, videos and digital activities of Bank activities for internal and external audiences and maintain a catalogue of such images, videos etc.
9. Identify inaccurate news relating to the Bank on social media with advise on approach to be taken.
10. Provide prompt feedback to online queries by members of the public after consulting with relevant departments.
11. Conduct user satisfaction surveys to assess effectiveness of the website, intranet and social media and provide opportunities for users to leave comments on their experience

12. Advise Departmental management on editorial policies, copyright, data protection as well as best practice.
13. Continually explore and assess opportunities available for online communications for various Bank operations
14. Oversee the Bank's presence on social networks like Facebook, LinkedIn and Twitter
15. Contribute articles to the Zambanker and other in-house publications

Qualifications and Experience

- MBA/MSc/MA in Mass Communication/ Social Sciences or equivalent with 5 years' relevant experience
- Grade 12 School Certificate with five (5) 'O' Levels (Credit or better, including English & Mathematics)
- Knowledge in Information and Communication Technology will be an added advantage

Key Knowledge & Attributes

- Technological Awareness: keeps abreast of available technology and understands applicability and limitation of technology
- Knowledge of different aspects of public information and communication
- Excellent Communication skills
- Ability to undertake research
- Ability to work as a team
- Work in tight deadlines
- Attention to detail
- Creative
- Good interpersonal skills
- Good organizational and information seeking skills

CONDITIONS OF SERVICE

Bank of Zambia Conditions of Service will apply. Please note that all the positions are on Fixed Term Contract of Employment for three (3) years and renewable subject to good performance.

Only candidates who meet the above role specifications should apply enclosing their detailed curriculum vitae and certified photocopies of certificates to the undersigned not later than Thursday, 17th August, 2017. For more information, visit: www.boz.zm.

Women are encouraged to apply. Only shortlisted candidates will be contacted.

**Director – Human Resources
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