

INTERNATIONAL COMMUNICATIONS OFFICER

Department: International Communications
Place of work: Dhaka, Bangladesh
Contract: Permanent
Grade: 7
Salary: WSUP offers competitive compensation BDT68,806 per month (excluding admissible benefits, as per policy. Benefits include transport Allowance, Contributory Provident Fund, Gratuity, Festival Bonus and insurance coverage (Group, Family Hospitalization and OPD).
Reports to: International Communications Manager
Closing date: Friday 6 June 2025

ABOUT WSUP

Water and Sanitation for Urban Populations (WSUP) is a not-for-profit company that drives inclusive and resilient urban water and sanitation systems through pioneering practices, partnerships, and policies. Established in 2005 in response to the rapid expansion of cities unable to meet the demand for clean water and sanitation, WSUP works to ensure that low-income communities have access to these essential services.

We collaborate with local service providers to strengthen their capacity, develop infrastructure, and attract investment, ensuring that water and sanitation services are financially viable and reach the most vulnerable urban residents. Beyond direct service delivery, we work with governments and regulators to create an enabling environment for sustainable solutions.

As a global leader in urban water and sanitation, we are committed to sharing evidence-based insights and scalable innovations to drive systemic change. WSUP operates in seven countries across sub-Saharan Africa and Asia, supported by a UK-based office. Since our inception, we have helped over 42 million people gain access to improved water, sanitation, and hygiene services. For more information about WSUP's vision and approach, see www.wsup.com.

WSUP's innovative approach to creating impact is guided by our values, which are the common fundamental beliefs and principles that inform our approach and work. All our staff are expected to embody these values in their day-to-day work and interactions. To learn more about our values, please see www.wsup.com/about/work-with-us/.

ABOUT THE ROLE

We're looking for a proactive **Communications Officer** to implement WSUP's internal and external communications while also providing key support to our fundraising work.

This Bangladesh-based role is primarily focused on communications (70%), with additional responsibilities in fundraising (30%).

You'll play a central role in strengthening WSUP's brand, gathering information and organising content, managing communication systems, and contributing to donor engagement and research.

This position is line-managed by the **Global Communications Manager** (based in Nairobi) and works closely with the **Head of Fundraising** (based in London), as well as the wider team, to ensure effective support across communications and fundraising functions.

JOB DESCRIPTION

1. Strengthening WSUP's communications

Support brand visibility, storytelling, and content quality

- Ensure the WSUP brand, logo, and messaging are used correctly across all materials and platforms – internally and externally.
- Under the direction from the line manager create written, visual, and digital content, and contribute to media outreach.
- Manage WSUP's social media pages by scheduling posts, drafting content, and monitoring engagement.
- Collate, prioritise and share internal updates, newsletters, and announcements to keep staff informed and engaged.
- Regularly update and maintain the WSUP website with support from country programme teams, WSUP Advisory, WSUP Charity and the Secretariat.
- Provide communications advice and direction to country programme teams as needed, ensuring consistency with global standards.
- Coordinate internal and external events – physical, online and hybrid.
- Identify and help draft narrative for entries to relevant awards that raise WSUP's visibility.
- Maintain the communications calendar and report regularly to the Global Communications Manager.
- Keep the photo, video, and case study database organised, licensed, and up to date.
- Assist with creating branded materials such as presentations, posters, and templates.

2. Systems, processes, and team coordination

Enable efficient internal communications and smooth operations.

- Manage shared team email inboxes, responding to general queries and directing others appropriately.
- Help develop and maintain team tools, templates, and procedural guidelines.
- Provide administrative support such as scheduling meetings, minute-taking, processing invoices, and organising team activities.

3. Research and intelligence gathering

Help expand WSUP's funding base through research and insights

- Monitor funding portals and assess weekly opportunities for fit and potential.
- Conduct due diligence and desk research on potential funders, identifying alignment with WSUP's strategy and in line with our Funder Management Procedures.
- Make recommendations to strengthen the funding prospect pipeline based on research findings.

4. Fundraising support

Help develop compelling funding proposals and materials

- Maintain and update standardised content for proposals.
- Facilitate internal coordination for proposal inputs across all the involved teams.
- Run the monthly pipeline meeting and keep the team's fundraising tracker updated.
- Work with the fundraising team to create a case study portfolio for future proposals and communications efforts.

JOB SPECIFICATION

Evidence that applicants meet the essential criteria will be assessed by the following methods: Application (A), Interview (I), Test (T), as indicated below.

Essential requirements

Experience and knowledge

- A Bachelor's-level university degree (A)
- At least three (3) years of experience in professional communications (A)
- Experience in supporting the execution of communications strategies, including digital, events, and branding (A, I)
- Experience in developing and editing content for both digital and print formats (A, I)
- Experience coordinating and supporting both virtual and in-person events (A, I)
- Experience in contributing to content for fundraising proposals, donor reports, and institutional communications (A, I)

- Familiarity with website content management systems (e.g., WordPress) and social media platforms (A, I)
- Understanding of how communications can support fundraising, especially with institutional donors (A, I)
- Knowledge of international development, cultural sensitivities, and global communication needs (I)

Skills

- Excellent English communication skills—written, verbal, and digital (A, T)
- Attention to detail and commitment to accuracy (T)
- Ability to prioritise, multitask, and manage time in a busy environment (I)
- High proficiency in MS Office (Word, Excel, PowerPoint) (T)
- Experience using digital systems, processes, or databases (A, I)
- Able to analyse funding trends and make data-informed recommendations (I, T)
- Strong interview and listening skills for gathering case studies or funder insights (I)
- Skilled in maintaining and improving fundraising systems and databases (A, I)

Attributes

- Collaborative and flexible, with strong relationship-building skills (I)
- Self-motivated and able to work independently or within a team (I)
- Adaptable and flexible to accommodate varying time zone collaboration (I)
- Aligned with WSUP's mission, vision, and values (I)

Desirable

- Demonstrated experience in working in multicultural and remote team environments, with a strong ability to manage cross-cultural dynamics (A)
- Understanding of communications or fundraising in an international development context (A, I)
- Experience working across different teams and functions within an organisation (A, I)
- Strong editing and proofreading abilities (A, I)
- Familiarity with WordPress and social media platforms (A, I)

HOW TO APPLY

To apply for this position, go to <https://www.wsup.com/vacancies/> to upload your resume and cover letter **before or by Friday 6 June 2025**.

Please note: This role will be based in Bangladesh. **Applicants must have the right to work in Bangladesh at the time of application.** Please do not apply if this is not the case.

EMPLOYMENT ELIGIBILITY AND SAFEGUARDING DISCLOSURE

All offers of employment will be subject to satisfactory references and appropriate screening checks, which can include criminal records and terrorism finance checks. WSUP also participates in the Inter-Agency Misconduct Disclosure Scheme.

The core of the scheme is that participating organisations will share information in the recruitment process about safeguarding-related misconduct (i.e. sexual exploitation, sexual abuse or sexual harassment) that a candidate has been found to have committed. This information will be shared in the form of a "Statement of Conduct". For more information on the Scheme, please click on the following link: **www.misconduct-disclosure-scheme.org**.

In line with this Scheme, we will request information from job applicants' previous employers about any findings of sexual exploitation, sexual abuse and/or sexual harassment during employment, or incidents under investigation when the applicant left employment. We will request information from all of your employers from the last five years. By applying, the job applicant confirms their understanding of these recruitment procedures.