

INTERNAL VACANCY - COMMS/2025/0013

JOB OVERVIEW			
Position :	Administrator Communications	Grading:	C3
Department:	Shared Services	Reporting to:	Manager Communication

JOB REQUIREMENTS	
Qualification	NQF 6: Diploma & Advanced Certificate
Experience	0 - 2 years job related professional experience
	Governance, Legal / Best Practice Compliance Emotional Intelligence Stakeholder Relationship Management Time Management NFO Values Driven

NFO CORPORATE VALUES	
Effectiveness	We will ensure a consistent redress in all appropriate sectors of financial services.
Independence	We will ensure visibly objective, impartial, fair and unbiased processes and decisions.
Accessibility	Our services will be well-known, easy to use, and free for consumers.
Efficiency	We pledge good quality of service and value for money.
Openness	We will be clear and open to scrutiny about our work and the lessons that can be drawn from it.
Customer Centricity	We will put our customers first and at the core of our business to provide a positive experience and build long-term relationships.

JOB REQUIREMENTS
Ensuring effective internal and external communication by managing channels, creating content, and coordinating events to keep everyone informed and engaged
LEVEL OF AUTHORITY
Level 2 – Act after Approval
APPLICATION INFORMATION
To apply kindly send your CV and supporting documents to careers@nfosa.co.za with the following reference: COMMS/2025/0013
Closing date: 26 February 2025

Main Focus Areas

- Create a new social media calendar, maintain the department's media contact list and launch new Facebook, Twitter and YouTube pages.
- Organise and attend offsite events for consumer awareness initiatives.
- Monitor social media presence and researching trends.
- Create external communication content, including weekly newsletters, podcast, radio shows and strategic updates.
- Ensure proper filing of documents, publications, and clips.
- Update and maintain a database with key media contacts (tv, radio, newspaper, other).
- Create and update corporate identity and branding material.
- Support development and execution of communications strategies to promote NFO services and business priorities, including customer experience.
- Assist with external communication initiatives for the Communications Department – adapting and modifying literature, posters, flyers, invitations, and other design work.
- Assist with consumer awareness workshops and activities.
- Assist with consumer satisfaction surveys.
- Assist with preparation of double impact workshops.
- Create internal communication content, including weekly newsletters, podcast, radio shows and strategic updates.
- Action items in Communications Media Box.
- Assist with the NFO Socio-Economic Development and Corporate Social Investment interventions across the country.
- Support the Communications Department's initiatives with the planning, executing, and tracking of communication/marketing programmes such as email, events, social media, or content marketing.
- Share innovative ideas to increase engagement and identify new communication channels to better inform and inspire NFO employees and consumers.