

BUSINESS UNIT: NICD
DISCIPLINE: MANAGEMENT AND ADMINISTRATION
LOCATION: SANDRINGHAM
POSITION: OFFICER (CLIENT LIASON AND MARKETING)
(FIXED TERM CONTRACT -12 MONTHS)
PAY GRADE: C3
REFERENCE NUMBER: NICDCDC0920/002-01

To provide a support and linkage function between the NICD and customers on social media to ensure effective service delivery.

Key Job Responsibilities

- Liaises and communicates daily with stakeholders on social media in order to increase engagement and portray a positive image of the NICD
- Contributes to the development of a marketing strategy for implementation within the organisation in order to contribute to increase in engagement and strengthen brand image
- Maintains client relations on social media and improves engagement in order to ensure that the needs of the client/stakeholders are met
- Provides advice and support for client/stakeholder service implementation in order to ensure effective service delivery
- Gathers, analyses and disseminates information to NICD stakeholders on social media
- Conduct ongoing research (as needed) to identify audience needs / desires / satisfaction
- Continually survey the social media landscape to identify new platforms / research and analyse trends / opportunities to grow reach / opportunities to connect / convert core target audience.

Minimum Requirements and Key Competencies

- 3 year Diploma/Degree in Marketing/ Communication/Public Relations or related qualification
- 2 years' experience in customer relations (essential)
- Experience in social media communication
- Experience in advising and informing leadership on key emerging issues
- Significant and proven networking and relationship building experience
- Project Management experience
- Report writing
- Knowledge of core business and processes
- Significant working knowledge on working with the community and local authority
- Presentation skills
- Negotiation skills
- Verbal and written Communication skills
- Event Management skills
- Customer relations
- Computer skills – MS Office package
- Valid driver's license.

Enquiries may be directed to Zinhle Buthelezi @ 011 885 5404, email application to Recruiter1@nicd.ac.za