

REQUEST FOR EXPRESSIONS OF INTEREST

AFRICAN DEVELOPMENT BANK

Avenue Joseph Anoma, 01 B.P. 1387, Abidjan, CÔTE d'IVOIRE

Corporate IT Services Department (CIMM)

E-mail: IT_Recruitment@AFDB.ORG

Telephone: (+225) 20 26 22 61/ (+225) 20 26 25 83

1. The African Development Bank hereby invites Individual Consultants to indicate their interest in the following Assignment: **IT COMMUNICATIONS SPECIALIST**.
2. The Consultant will be responsible for strategic and tactical communications of the IT organization, its services and activities. His main role will be to plan, develop, and implement effective communications and outreach strategies in order to raise awareness and understanding of the IT services and activities in order to improve the value of IT and user experience.

Overall, the Consultant's duties will include following:

- Design, implement, monitor and assess a comprehensive, results-oriented communications strategy and plan for IT Services Department that will include effective positioning and leveraging communications opportunities to improve client experience on delivery of IT services.
- Proactively manage relationships and communications with a wide array of business stakeholders, service owners, process owners and IT management to identify opportunities and campaigns initiatives in order to improve client experience
- Define a clear communications plan for IT updates and identify the channels that are most effective in communicating the strategy. Improve the quality of IT update meetings by soliciting feedback from participants at all meetings and incorporating the feedback into future meetings
- Prepare and oversee various communications products and channels, including events or launches, news releases of IT services, IT Week campaigns, blogs and portals for IT service management, etc.
- Review the current communications and outreach activities of the department and initiate improvement measures
- Inform and educate the user community and the business about IT services and its value to business
- Prepare and communicate the IT performance using the identified KPI for different stakeholders.
- Develop, write and publish all IT communications material both for external & internal to the department
- Ensure communications content are accurate; properly represent core IT capabilities, project deliverables and coordinates information distribution to the Bank-wide audience.
- Write and disseminate information about IT Projects delivery to clients, presentations, letters and other forms of communications to Bank-wide IT stakeholders.
- Within the practice's communications strategy framework and overall objectives, is responsible for overall planning, designing, executing, and monitoring and evaluating the impact of communications strategies, activities, and campaigns about the IT Department's work in the Bank.
- Determines the types of information and communications activities that are best suited to addressing issues or problems and identifies relevant information sources. Accordingly, writes

and/or oversees the preparation, production and dissemination of both routine and outreach products that promote the strategic and timely flow of information and key messages about the IT Department.

- Actively seeks opportunities to collaborate with other departments to mutually amplify and deepen the impact of communications.
- Coordinate the day to day work of communications and outreach activities by liaising with IT service owners, Process owners, Project Managers and IT Management team.

Required qualifications:

- Master's degree in Communications, Information Management, Marketing, Journalism or Information Knowledge Management.
 - Minimum of 5 years of relevant professional experience in communications on Information and communications technology field gained with similar multinational, major private or public institutions.
 - Knowledge on Customer Relationship Management and ITIL will be an added advantage.
 - Excellent English/French language skills and proficiency to write and edit communications
 - Experience using digital and social media to stimulate conversations with user community, develop strategies to position across different means of communications
 - Has significant experience in the planning, development, and execution of communications strategies for complex projects.
3. The **Corporate Information Technology (IT) Services Department (CIMM)** invites Individual Consultants to indicate their interest in providing the above-described services. Interested Consultants shall provide information on their qualifications and experience demonstrating their ability to undertake this Assignment (documents, reference to similar services, experience in similar assignments, etc.;).
 4. The eligibility criteria, the establishment of a short list and the selection procedures shall be in conformity with the Bank's procedures for the acquisition of consulting services funded by the administrative or capital expenditure. Please, note that interest expressed by a Consultant does not imply any obligation on the part of the Bank to include him/her in the shortlist.
 5. The estimated duration of services is **06 months** (renewable if required) and the estimated starting date is **01st February 2017**.
 6. Interested Individual Consultants may obtain further information at the address below during the Bank's working hours: from 08:00 to 17:00 hours, Abidjan Local Time.
 7. Expressions of interest must be received by email at the address below no later than **Tuesday, 03rd January, 2017 at 17:00 hours, Abidjan local time** and specifically mentioning **"IT Communications Specialist "**

For the attention of: **IT Recruitment Team**
African Development Bank
Corporate IT Services Department (CIMM)
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