

PROJECT & COMMUNICATIONS COORDINATOR

- Contract type: 12 months with possibility for extension.
- Working Hours: 32 hours per week (4-day working week).
- Location: Amsterdam/The Netherlands (this is a hybrid position based in the Netherlands, with occasional travel required to our office in Amsterdam).
- Reports to: Senior Manager Programme Development

About the Role

The Project & Communications Coordinator will play a crucial role in supporting the **CHIQUAL** project in its final year (funded by the European Commission), as well as support with online communications for our **Voice Up Africa!** Project (funded by Safe Online). The position combines both project coordination and communications tasks, focusing on facilitating efficient project delivery and increasing visibility through social media and external communication channels. This position requires a balance of organizational skills, creativity and digital communications knowledge. The successful candidate will coordinate deliverables with team members, manage timelines, oversee European Commission reporting requirements, and create engaging content to promote the two projects and enhance their visibility, engagement and impact.

This is an ideal opportunity for a professional with foundational project coordination experience, and a flair for digital communications. You'll join a collaborative, supportive, multidisciplinary team working to make a real difference in children's lives.

Key Responsibilities

Project Coordination (50-60%)

- **Project Coordination and Reporting:** Lead on the planning, organization and coordination of activities related to CHIQUAL, including periodic and continuous reporting, project documentation and monitoring deliverables.
- **Stakeholder Coordination:** Engage with partners, consultants and internal teams to ensure effective communication, participation in key meetings and alignment on project objectives.
- **Grant Proposals:** Support the fundraising working group with proposal research and writing.



Communications and Social Media (40-50%)

- **Social Media Management:** Create and schedule engaging content for our social media channels to increase awareness of child helplines, the CHIQUAL project, the Voice Up Africa! project and any related advocacy efforts.
- **Content Creation:** Develop communication materials for online and offline use, including visuals for social media posts and website.
- **Campaign Support:** Assist in setting up awareness campaigns creating targeted messages and visuals to reach specific demographics.
- **Collaboration:** Work closely with child helplines to develop relevant content.
- **Monitoring & Reporting:** Track engagement metrics and prepare communications reports to measure reach and impact, and to inform future strategies.

Who we are looking for

- **You must live in the Netherlands and have a valid work permit (non-negotiable).** Proof will be requested.
- **Education:** Completed formal education, training or certification in Communications, Project Management, Social Sciences or a related field, **or** equivalent professional experience in a similar role.
- **Experience:** Demonstrable experience in project coordination or communications, preferably in the non-profit, advocacy or child protection sectors. Experience working on European Commission-funded projects is an advantage.
- **Skills:**
 - Basic project management and organizational skills, with ability to track deadlines and deliverables.
 - Proficiency in social media management and an eye for creating visual content.
 - Basic design skills (e.g. Canva, Adobe Creative Suite).
 - Familiarity with WordPress is a plus.
- **Personal Qualities:** Organized, communicative, proactive, creative and detail-oriented, with the ability to work independently and adapt to changing circumstances. Demonstrates a strong learning mindset and a passion for child rights.
- **Language:** Native or near-native fluency in English; French or Spanish would be a plus.

What we offer

- A contract for 0.8FTE (32 hours weekly).
- A gross salary of €2600 – €2900 per month for 0.8FTE, which includes holiday allowance.
- Flexible working arrangements from home or office.
- Great colleagues who will go the extra mile to support you if needed.
- The meaningful purpose of our work.
- Contribution to the pension scheme.
- 25 days of paid holidays for full timers, calculated pro-rata, plus an extra day off on your birthday.
- Paid time allowance for training each year.



- Ongoing on-the-job learning and a fantastic chance to learn through hands-on experience.

How to Apply

To express your interest in this opportunity, please fill out our application form. In the form, you'll be asked to upload your resume (maximum of 2 pages, in PDF format) for our review. Only complete applications submitted via the form and by the deadline will be considered.

The application deadline is 9 February 2025, at 11:59 PM CET. We will contact only those selected for further consideration. If you haven't heard from us by 18 February, your application has not been successful on this occasion. We sincerely regret that we are not able to respond personally to every applicant.

Application Process

We reserve the right to adjust the recruitment process as needed. If interview outcomes are too similar, we may conduct additional round to ensure a thorough evaluation.

Round	Timeline	Description	Expected Time Commitment
Application	Deadline: 9 February 2025 (11:59pm CET)	Complete the application form by the deadline. We will not consider applications submitted after this time.	+/- 30 minutes
First Interview	17–18 February 2025	Our interviews will be conducted remotely via Zoom.	45 minutes
Second Interview	25–27 February 2025		30 minutes
Technical Assignment	Between 19 and 20 February 2025	As part of the selection process, you will be asked to create a social media post based on the materials provided by us. The post should reflect your creativity, understanding of social media trends, and ability to craft engaging content that aligns with our brand.	30 minutes



We understand that the interview process can be stressful, so we've created [this guide](#) to help you prepare. By providing a clear overview of our process, we aim to make your experience more comfortable and less anxiety-inducing. This guide will walk you through what to expect, allowing you to focus on showcasing your skills and personality.

We want to ensure you have every chance to showcase your talents and shine brightly. We're committed to accommodating any reasonable adjustments necessary to ensure the assessment process is accessible for you.

Reach out to us via email people@childhelplineinternational.org

Staff recruited by Child Helpline International will be asked to comply with our child safeguarding policy and PSEA policy.

At Child Helpline International we are committed to JEDI (Justice, Equity, Diversity & Inclusion) principles. All qualified applicants will receive consideration for employment.

We value your feedback: If you've reviewed this job posting and decided not to apply, we'd greatly appreciate hearing your reasons. Your insights can help us improve our recruitment process and job descriptions. Please consider sharing your thoughts through our brief, anonymous [survey](#).