Job Description

1.0 Job Description				
Position	**Department**	**Reports to**	**Supervision**	**Grade**
Communications Officer	Program Development and Quality Assurance	Head of PDQA	N/A	E

2.0 Purpose

The Communications Officer plays a central role in building and maintaining TBC's external visibility, supporting the organisation's advocacy, fundraising, and donor engagement through high-quality communications materials and a consistent, active digital presence. Working within the Programme Development and Quality Assurance (PDQA) department, the Communications Officer is responsible for converting TBC's extensive research, data, and programme knowledge into accessible, well-designed content for public, donor, and media audiences. Despite holding exceptional depth of operational expertise — including 40 years of data, relationships, and field knowledge — TBC has historically had limited dedicated capacity for communications. The Communications Officer exists to close that gap.

The role covers graphic design, infographic and print production, social media management, website maintenance, fundraising communications, media relations, photo archive management, and the maintenance of a refugee story database. The Communications Officer works closely with the Head of PDQA and the Senior Management Team, providing direct support to advocacy and donor engagement activities, and ensuring consistent messaging and branding across all external communications.

3.0 Job Responsibilities, Duties, and Tasks

Graphic Design and Communications Materials

- Design and produce TBC reports, infographics, fact sheets, posters, and other visual materials, converting TBC's reports, data, and programme knowledge into accessible formats for public, donor, and media audiences, accompanied by relevant photography from the TBC archive.
- Produce Thai-language versions of key materials and maintain a consistent visual identity across all TBC communications
- Produce materials for public fundraising campaigns and private donor engagement, demonstrating TBC's cost-effectiveness and impact; contribute to funding appeals and support the PDQA team in fundraising campaigns.
- Support TBC's external communications by producing briefing materials, presentations, and statements for donor, media, and partner engagement, ensuring consistent language, tone, and branding across all outputs.

Social Media & Website Management

- Manage TBC's digital communication channels, including social media platforms and other digital channels. Plan, create, schedule, and publish engaging content aligned with TBC's publications, programme data and advocacy themes. Monitor performance metrics and report monthly with recommendations for continuous improvement.
- Manage and maintain the TBC website, ensuring all content is current and available in English and Thai.
- Organise TBC's photo archive and establish a consent-based refugee story database — quotes, profiles, and photographs — for use across communications outputs, ensuring compliance with safeguarding policies.
- Maintain a monthly communications tracker and content calendar for inclusion in the Monthly Report; provide support for organisational events and other tasks as assigned by the Head of PDQA.

4.0 Job Specification (Minimum Job Requirements)		
Education • A bachelor's degree in communications, journalism, graphic design, international development, or a closely related field. A master's degree is an advantage	**Experience in humanitarian or related field** • A minimum of 3-4 years of experience in communications, media, or a related role, ideally within a humanitarian, development, or civil society organisation. • Demonstrable experience producing communications materials for donor, media, or public audiences in a professional context.	**Experience in specific field or closely related jobs** • Demonstrated graphic design skills, with a portfolio of infographics, posters, social media content, and print materials. • Proficiency in design software such as Adobe InDesign, Illustrator, Photoshop, Canva, or equivalent. • Experience managing social media accounts professionally, including content planning, scheduling, and performance monitoring. • Experience producing short video or multimedia content for social media platforms. • Experience in website content management (WordPress or equivalent CMS). • Strong written communication skills in English, with the ability to translate complex programme or data content into accessible, compelling language for non-specialist audiences. • Fluency in English is essential. Professional working proficiency in Thai is required. Burmese or Karen language skills are a significant advantage
5.0 Decision-Making & Authority		
Limited		
6.0 Others		
Location: Mae Sot, Tak	**Last Updated:** May 2026	

How to Apply:

Interested in this position should send a resume/CV including 3 references, and a cover letter explaining one's suitability no later than **August 10th, 2026** to hr@theborderconsortium.org, clearly indicating on the subject line: **"For Position Name".** Only short-listed candidates will be contacted.