

## TERMS OF REFERENCE

# Administration and Communications Specialist

### *Individual Consultancy*

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| <b>Organisation</b>              | Integrated Health Outreach Inc. (IHO)                      |
| <b>Position Title</b>            | Administration and Communications Specialist (Consultancy) |
| <b>Location</b>                  | Antigua & Barbuda                                          |
| <b>Engagement Type</b>           | Individual Consultancy — Short-Term / Renewable            |
| <b>Initial Contract Duration</b> | 6-months, with option to extend                            |
| <b>Reports To</b>                | Nicola Bird                                                |
| <b>Date of Issue</b>             | September 2026                                             |

## 1. Background

Integrated Health Outreach Inc. (IHO) ([www.ihoab.com](http://www.ihoab.com)) is a non-governmental organisation based in Antigua & Barbuda working at the intersection of wellbeing, environment, gender equality, and community empowerment. IHO designs and implements programmes that address systemic inequalities, promote climate resilience, and advance the rights and wellbeing of vulnerable populations in Antigua and Barbuda and across the Caribbean.

IHO's current portfolio includes projects in gender-based violence prevention, environmental sustainability, women's economic empowerment, and community resilience. To support the delivery of its programmes, IHO is seeking to engage a qualified individual consultant to serve as Administration and Communications Specialist on an initial short-term basis.

## 2. Purpose of the Position

The Administration and Communications Specialist will provide operational and programmatic support to IHO on a flexible, results-based arrangement. The consultant will work across multiple thematic areas to ensure projects are delivered on time, within scope, and in accordance with donor requirements and organisational standards. This is a consultancy engagement and does not constitute an employment relationship with IHO.

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### 3. Objectives

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The consultant will:

- Ensure smooth administrative functioning of IHO's project activities.
- Manage and strengthen IHO's external communications and public profile.
- Lead social media engagement and campaigns to raise awareness and amplify project impact.
- Support monitoring, evaluation, and learning (MEL) processes across all active projects.
- Coordinate and execute events, workshops, and community activities.
- Apply project management skills to support the implementation of IHO's projects, keeping activities on track against work plans and timelines.

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### 4. Scope of Work & Key Responsibilities

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#### 4.1 Administration

- Maintain organised filing systems (digital and physical) for project documents, correspondence, graphics, and reports.
- Draft and review project-related correspondence and communications.
- Coordinate scheduling, logistics, and general arrangements for project activities and team members.
- Manage procurement processes in accordance with IHO and donor procurement policies.
- Support the preparation of project work plans and activity calendars.
- Liaise with partners, suppliers, government agencies, and other stakeholders on administrative matters.
- Ensure compliance with organisational policies, including safeguarding, data protection, and financial procedures.

#### 4.2 Communications

- Develop and disseminate project communications materials, including newsletters, briefs, press releases, and reports.
- Maintain and update IHO's website content to ensure accuracy and relevance.
- Coordinate with external media outlets, community radio, and television to promote project activities.
- Support the production of visibility materials such as banners, posters, flyers, and branded content.
- Represent IHO at community forums and public events as required.
- Contribute to the preparation of project updates and success stories.

#### 4.3 Social Media Management

- Develop and implement a social media strategy aligned with IHO's communications objectives.

- Create, schedule, and publish engaging content across IHO's social media platforms (Facebook, Instagram, LinkedIn, etc.).
- Monitor platform analytics and prepare regular reports on reach, engagement, and audience growth.
- Respond to public comments and messages in a timely, professional, and on-brand manner.
- Identify and leverage opportunities (e.g., awareness days, campaigns) to increase IHO's digital visibility.
- Collaborate with project staff to source content, photographs, and multimedia from field activities.

#### 4.4 Monitoring, Evaluation & Learning (MEL)

- Support the implementation of project MEL frameworks, indicators, and data collection tools as directed by the MEL lead.
- Assist with data collection activities including surveys, focus group discussions, key informant interviews, and field visits.
- Maintain project databases and ensure timely, accurate data entry and management.
- Contribute to the preparation of progress reports, mid-term reviews, and evaluations by providing field-level data and observations.
- Document lessons learned, best practices, and case studies to support organisational learning.
- Provide logistical and administrative support for MEL activities coordinated with external evaluators, donors, and partners.

#### 4.5 Event Planning & Coordination

- Plan, coordinate, and execute project events, including workshops, training sessions, community outreach activities, awareness campaigns, and ceremonies.
- Manage event logistics including venue booking, catering, audio-visual equipment, registration, and transportation.
- Develop event programmes, invitations, and briefing materials.
- Coordinate with facilitators, and participants before and during events.
- Capture event documentation including attendance records, photographs, and activity reports.
- Conduct post-event evaluations and compile summary reports with key outcomes and recommendations.

#### 4.6 Visual Storytelling & Content Production

- Photograph project activities, community events, and field work to build IHO's visual archive and document programme impact.
- Produce short-form videos, reels, and multimedia content that tell compelling stories about IHO's work and the communities it serves.

- Develop and maintain a well-organised library of project photos and videos, ensuring proper tagging, captioning, and storage.
- Obtain informed consent from participants and beneficiaries prior to capturing and using any images or footage, in line with IHO's safeguarding and data protection policies.
- Edit and post-process photos and video content to a professional standard suitable for digital platforms, donor reports, and public communications.
- Work with project staff to identify and document human interest stories, beneficiary testimonials, and case studies that demonstrate project outcomes.
- Support the development of annual reports, impact publications, and donor updates with compelling visual content.

#### 4.7 Project Management & Implementation Support

- Support the development and tracking of project work plans, activity calendars, and implementation timelines.
- Assist in monitoring progress against project milestones and deliverables, flagging delays or risks to the Executive Director as needed.
- Coordinate with project team members to ensure implementation activities across active projects stay aligned with donor requirements and organisational standards.

### 5. Qualifications & Experience

#### 5.1 Education

- A Bachelor's degree in Project Management, Social Sciences, Development Studies, Communications, Public Health, Business Management or a related field. A postgraduate qualification is an asset.

#### 5.2 Experience

- Minimum of 3 years of demonstrated experience in project coordination or implementation, preferably in the NGO or development sector.
- Proven experience in communications and/or social media management.
- Experience in planning and facilitating events and workshops.
- Familiarity with MEL frameworks and data collection methods is an advantage.

#### 5.3 Skills & Competencies

- Strong written and verbal communication skills in English.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint) and Google Workspace.
- Experience with social media scheduling and management tools (e.g., Hootsuite, Later, or Meta Business Suite—the free tool built into Facebook and Instagram).

- Familiarity with data management and file organisation tools; proficiency in Google Drive (Docs, Sheets, Forms) is required.
- Graphic design skills (e.g., Canva, Adobe).
- Excellent organisational and time-management skills with the ability to manage multiple tasks simultaneously.
- Working knowledge of project management principles, including work planning, timeline tracking, and coordinating implementation across multiple activities.
- Strong interpersonal skills and the ability to work effectively in a team and with diverse stakeholders.
- Knowledge of gender equality, gender-based violence (GBV), environmental sustainability, or community health is an asset.

## 6. Reporting & Accountability

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The consultant will report directly to Nicola Bird and the IHO Team and will be expected to:

- Participate in regular check-in meetings and project review sessions as scheduled by IHO.
- Notify IHO promptly of any challenges, risks, or delays that may affect the delivery of agreed outputs.
- Submit a final consultancy report summarising outputs achieved, lessons learned, and recommendations upon completion of the contract once it not extended.

## 7. Contract Duration & Terms of Engagement

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The consultancy is offered for an initial period of 6 months, commencing on signing of contract. The contract may be renewed for additional periods subject to satisfactory performance, organisational need, and funding availability.

The following terms apply to this consultancy engagement:

- The consultant will be engaged as an independent contractor and will not be entitled to employee benefits, including social security contributions, paid leave, or severance pay.
- The consultant is responsible for their own tax obligations in accordance with the laws of Antigua & Barbuda.
- IHO will pay a monthly consultancy fee upon submission and approval of a monthly invoice and progress report.
- The consultant must adhere to IHO's Safeguarding Policy, Code of Conduct, confidentiality requirements, and all other applicable organisational policies throughout the engagement.

## 8. Application Process

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Interested consultants should submit the following documents:

- A cover letter or expression of interest outlining their suitability and proposed approach (maximum 1 page).
- An up-to-date curriculum vitae (CV) with contact details of two professional referees.
- A portfolio or sample of relevant work (e.g., communications materials, event reports) — optional but encouraged.

Please include "Administration and Communications Specialist Consultancy – [Your Name]" in the subject line of your email. Only shortlisted candidates will be contacted for an interview.

Applications should be submitted electronically in PDF format no later than [REDACTED]. Submissions should be addressed and sent to:

[REDACTED]

[REDACTED]

[REDACTED]

## 9. Safeguarding & Equal Opportunity

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IHO is committed to safeguarding and promoting the welfare of all individuals, particularly vulnerable adults and children. The selected consultant will be required to undergo background checks and sign IHO's Safeguarding Policy and Code of Conduct prior to commencing the engagement.

IHO is an equal opportunity organisation. We actively encourage expressions of interest from women, persons with disabilities, and members of marginalised communities.