

POST DESCRIPTION

Title	Communication Officer
Location of project	Havana, Cuba
Lengths of contract	6 months, with a possibility of extension according to specific needs.

Context and Environment

The British Council is the UK's international organisation for cultural relations and educational opportunities. We create friendly knowledge and understanding between the people of the UK and other countries. We do this by making a positive contribution to the UK and the countries we work with – changing lives by creating opportunities, building connections and engendering trust. We work with over 100 countries across the world in the fields of arts and culture, English language, education and civil society. Founded in 1934, we are a UK charity governed by Royal Charter and a UK public body

Since 1998, the British Council has presence in Cuba where we work in close collaboration with the Ministries of Culture, Education and Higher Education and with the Cuban Radio and Television Institute; with the support of the Embassy of the United Kingdom in Havana, whose grounds accommodate our office. Each year we connect thousands of students, educators, academics, artists, leaders and creators from Cuba with opportunities for professional development, and we build up bonds between them and the UK.

Contracts: British Council delivers a series of projects focus on teacher training and artist promotion. Main contracts are usually with local suppliers.

Projects: Within the English and School Education (ESE) pillar, the British Council manages a wide-ranging portfolio of large-scale and local projects. These initiatives are developed and delivered in collaboration with mainly public partners.

Equality, Diversity, and Inclusion (EDI) Statement: The British Council is committed to policies and practices of equality, diversity and inclusion across everything we do. We support all staff to make sure their behaviour is consistent with this commitment. We want to address under representation and encourage applicants from under-represented groups, in particular, but not exclusively, on grounds of ethnicity and disability. All disabled applicants who meet the essential criteria are guaranteed an interview and we have Disability Confident Employer Status. We welcome discussions about specific requirements or adjustments to enable participation and engagement in our work and activities.

The British Council is committed to safeguarding children, young people and adults who we work with. We believe that all children and adults everywhere in the world deserve to live in safe environments and have the right to be protected from all forms of abuse, maltreatment and exploitation as set out in article 19, UNCRC (United Nations Convention on the Rights of the Child) 1989.

"The British Council is dedicated to safeguarding everyone we interact with. To ensure a safe context, we implement enhanced practices for work that involves direct contact with our stakeholders. These practices include thorough checks of qualifications, references, identity, and criminal records in compliance with local laws."

Additionally, safeguarding training is provided during inception of service provision or onboarding to ensure a clear understanding of responsibilities. By engaging with us, you commit to upholding these standards and contributing to a safe space for all."

Appointment to positions where there is direct involvement with vulnerable groups will be dependent on thorough checks being completed; these will include qualification checks, reference checks, identity & criminal record checks in line with legal requirements and with the British Council's Safeguarding policies for Adults and Children.

Purpose

The purpose of the role is to support the delivery and visibility of British Council programmes through clear, practical and locally relevant communications. It focuses on telling programme stories, building relationships with partners and stakeholders, and supporting engagement through content, events and digital channels. This is a hands-on role. The postholder will be expected to deliver communications activity directly, creating content, managing channels and social media, supporting events and maintaining relationships.

Responsibilities

All responsibilities must be carried out in line with the British Council's core corporate policies, including Equality, Diversity and Inclusion (EDI), Safeguarding, and Data Protection. All materials and outputs must adhere to British Council and partner branding guidelines, data protection regulations, and applicable Cuban law.

1. Programme Storytelling & Content

- Focus on communicating the impact of programmes clearly and accessibly.
- Develop and share stories that reflect programme outcomes and participant experiences
- Produce content for digital channels, internal platforms and partners (e.g. articles, social posts, short features)
- Work closely with programme teams to identify and capture relevant stories
- Ensure content is appropriate for local audiences and contexts

2. Stakeholder & Partner Engagement

- Build and maintain strong working relationships with local partners and stakeholders.
- Support communication with partners, funders and local institutions
- Maintain regular contact with key stakeholders to support programme visibility
- Identify opportunities to collaborate on joint communications or events
- Support the preparation of simple communication materials (e.g. briefs, key messages, event content)

3. Events & Cultural Engagement

- Support the delivery and promotion of events, with a strong focus on cultural engagement.
- Contribute to the planning and delivery of programme-related events
- Support cultural activities that connect local and UK partners
- Ensure events are well communicated and aligned with programme objectives
- Capture and share content from events (photos, short updates, stories)

4. Digital & Social Media

- Manage day-to-day digital communications in a practical and consistent way.
- Manage social media channels, including posting and basic community engagement

- Adapt and share content from programmes and partners
- Monitor engagement at a basic level to understand what is working
- Coordinate simple social media plans aligned with programme activity

5. Media & Local Visibility

- Support visibility through relationships rather than traditional PR approaches.
- Build and maintain relationships with local media and relevant networks
- Identify opportunities for local coverage linked to programme activity
- Support basic media outreach where relevant (e.g. sharing announcements, event information)
- Work with partners to amplify messages through their channels

6. Coordination with Regional Marketing & Communications Team

- Ensure alignment with regional priorities and approaches.
- Maintain regular check-ins with the Regional Marketing and Comms team
- Align messaging and content with regional and global frameworks where relevant
- Share updates, content and insights from country activity
- Seek guidance when needed, particularly on sensitive issues

7. Issue Awareness & Escalation

- Support early identification of potential risks.
- Monitor local context and flag potential issues early
- Share concerns with Country Director and Regional Marketing and Comms team
- Support alignment on messaging where needed
- Follow agreed processes for handling sensitive situations
- Address feedback, comments, and recommendations from project coordination in a timely and constructive manner.

8. Training and Compliance with British Council Policies

The selected person must actively participate in training and ensure full compliance with all relevant British Council policies, legal requirements, and contractual obligations. Responsibilities include:

- Engage in all required training sessions, follow-up meetings, and related activities to ensure alignment with the British Council's objectives and contractual commitments.
- Understand and comply with British Council policies, including but not limited to data protection, codes of conduct, confidentiality, safeguarding, and ethics. Full documentation is available at: [British Council Policies for Consultants](#).
- Complete the six mandatory courses, including Child Protection Awareness, Safeguarding, Equality, Diversity and Inclusion (EDI), Fraud Awareness, Information Management, and Safety and Security.
- Apply the principles of equality, diversity, and inclusion in all aspects of project delivery.
- Comply with digital and information security policies, including acceptable use, roaming use, and security information protocols, as well as any specific written instructions provided.
- Protect all personal data and sensitive information accessed during the contract, in accordance with British Council data protection policies and Colombian law.
- Promptly report any data security incidents involving personal information to the British Council.
- Securely destroy or return all personal data upon termination of the contract, following official guidance.
- Strictly adhere to biosafety protocols established by national and local authorities for any in-person activities. Failure to comply may result in immediate and unilateral termination of the contract.
- Conduct all activities with discretion and a high standard of confidentiality concerning project-

related information.

- Respect copyright and intellectual property rights at all times.
- Fulfil any additional requirements necessary to meet the objectives of the project or that arise from its scope and nature.

TERMS OF REFERENCE

Type of Contract	Service provision upon request
Payment terms	- Monthly payments after submission of a monthly report of actions and deliverables established. It is expected to agree on a monthly flat fee, according to an average of 20 hours working time per week. - Prior to each payment, the person needs to submit a detailed invoice for service and approval for payment from manager upon completion of deliverables/products. - The person is responsible for paying the taxes derived from this work as established by Cuban legislation.
Deliverables	D1. Monthly and progress reports: A comprehensive and short report including, but not limited to, the following components: - Regular content outputs (articles, social media posts, partner updates) - Communication support for programme activities and events - Basic media and stakeholder engagement as relevant - Submission of graphs, tables, and other visual elements that clearly and effectively communicate findings from the social media and websites analysis. These visualisations should be tailored to support both internal and external reporting needs. D2. A comprehensive plan outlining the proposed activities, including clearly defined goals to be agreed upon with the British Council team. D3. Development and delivery of creative assets such as ads, messaging aligned with the British Council Cuba projects brand, social media content, website blog posts, website articles and any additional content as agreed upon. D4. Updated ethical and legal documentation: Review and update of all documentation related to the ethical and legal handling of communication, ensuring full compliance with relevant regulations, including data protection policies and British Council brand. D5. For the first payment, the consultant must submit proof of completion of the six mandatory British Council training courses: Child Protection Awareness, Safeguarding, Equality, Diversity and Inclusion (EDI), Fraud Awareness, Information Management, and Safety and Security.

PERSON SPECIFICATION

Essential qualifications, experience, and skills	Education: - Hold a professional, technical, or vocational degree in a relevant field such as Communication, Journalism, Communicational Design, Information Sciences, Marketing & Public Relations. Professional Experience: - A minimum of two (2) years' proved experience in communication field. - Demonstrate the capability to produce high-quality, low-cost videos and audiovisuals interviews. - Experience using tools such as but not limited to Teams, Google Meet, Microsoft Excel Power Point, Adobe, Photoshop, IA or other software linked with this field. - Proven experience (providing examples) in social media management (Facebook, YouTube, Instagram) and databases (Always ensuring compliance with BC regulations) Language Proficiency: - Ability to communicate effectively in English (both written and spoken) at least at a B2 level on the Common European Framework of Reference (CEFR). - Proficiency in Spanish (both written and spoken) at least at a C1 level on the Common European Framework of Reference (CEFR).
Desirable	- Ideally, the person should be a journalist or social communicator by profession. - Experience of working in a supporting role on programmes or projects.
Passport and/or nationality requirement	- Right to work in Cuba is necessary. The British Council is not able to support or sponsor work visa applications or relocation costs for non-Cuban applicants.
Important features	- The work is expected to be carried out as a combination of face to face and remote mode. It is expected the attendance to Project Board meetings and other in-person activities in the British Council premises or any other location. - Some travel and out of hours work may be required (locally and outside Havana). - The British Council could provide internet access in the office, a data pack and/or any necessary equipment for the delivery of the activities. Provision of such resources will be a long-term loan. - Signing a confidentiality agreement is a mandatory requirement for contracting. - The selected candidate will sign a service provision agreement with the British Council, after successful completion of all required background checks by the British Council. - The British Council is dedicated to safeguarding everyone we interact with. To ensure a safe context, we implement enhanced practices for work that involves direct contact with our stakeholders. These practices include thorough checks of qualifications, diplomas and studies certifications, work references, identity, and criminal records in compliance with local laws. Additionally, safeguarding training is provided during induction of service provision or onboarding to ensure a clear understanding of

	responsibilities. By engaging with us, you commit to upholding these standards and contributing to a safe space for all.
Application Process	Based on the description and guidelines listed above, interested candidates are invited to send their Curriculum Vitae and the rest of requested information in Spanish to ingrid.alonso@britishcouncil.org , specifying the position you are applying for, in this case: Communication Officer
Deadline for application	August the 15 th . 2026 @ 23.59 hrs, local time.