

Job title	Journalism Coordinator
Division	BBC Brasil, World Service Group
Reports to (title)	Executive Editor (São Paulo), Social Media Editor (London)
Location base	São Paulo

Organisation structure	<p>BBC World Service is an international multimedia broadcaster, part of BBC News, delivering a wide range of language and regional services and working increasingly with other parts of BBC News to serve global audiences. It uses multiple platforms to reach its weekly audience of 320 million globally, including social media. As part of an historic and exciting expansion, the BBC World Service is expanding its operations in 10 language services to deliver the best service for BBC audiences.</p> <p>Digital platforms, social media within that, are expected to be a major contributor to BBC’s ambition to bring its international audience to 500m weekly people by 2022. The Digital Development Social Media team plays a key role in helping language services conceive and implement strategies to reach and engage audiences in social platforms, in line with the overall BBC social strategy; it identifies opportunities, content and training needs and provides assistance in all of those areas; promotes innovation within social and ensures best practices are shared and adhered to; liaise in their behalf with third-party platforms and manages central account and tool admin.</p> <p>We are looking for a Journalism coordinator to assist the team with daily tasks associated with all central social media activity, as well as provide support for the wider WS Digital Development department.</p>
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Additional job specific responsibilities and accountabilities
<p>Overall purpose of the job / Role responsibility</p> <p>The role will be responsible for managing WS Languages social media tools, including but not limited to providing access, support and relevant training as required; helping with the central admin of social media platforms, assisting the Social Media Team in daily tasks, contributing with ideas to specific strategic projects, and providing administrative support to the Digital Development team.</p> <p>This is a great opportunity to get to know the inner works of social, to understand the different challenges of World Service languages and to be part of a forward thinking team at the forefront of digital transformation.</p> <p>The Ideal Candidate</p> <p>We are looking for a journalist with a keen interest in social media and motivated by a desire to assist and help multiple and diverse teams in their daily operations and raise the bar when it comes to social. You will be a self-started, quick-learning, resilient, persistent and enthusiastic individual with great organisational and communication skills. You will be a team player, flexible</p>

and used to working with different teams and projects simultaneously, and not be afraid to get out of your comfort zone to come forward with ideas.

Main duties

- To manage central social media tools, providing access, removing users, and reporting issues; to assist teams with queries and to liaise with relevant internal/external teams to have them resolved
- To keep existing training resources in social tools up to date, and to develop new ones as required; to deliver one-to-one or group training on an on-going basis, according to services' needs
- To take part in the demo/trial of new social media tools
- To report bugs and other issues affecting publishing to third-party platforms using established internal and external procedures
- To keep a register of social media accounts and presenters/editors official BBC accounts, as well as help dealing with verification requests; to assist with InfoSec queries regarding account security across Languages
- To manage the biweekly social media meeting
- To identify and contribute to the Social Media team plans and projects with ideas and actionable suggestions
- To assist the Social Media team and wider Digital Development team with day-to-day logistical and coordination tasks, as required
- To assist the Digital Development Editorial Lead in compiling monthly reports for the World Service Expansion Programme and assist in adhoc project tasks required for World Service Expansion Programme

SKILLS AND EXPERIENCE

- Able to communicate in English and Portuguese (Written and spoken)
- A keen interest in understanding their inner works and some experience in managing social accounts
- The ability and interest to work with different teams and adapt to diverse challenges
- Excellent organizational skills, the ability to apply to tasks with discipline and efficiency
- The ability to plan and use time and resources effectively, and the drive to carry tasks to conclusion
- Excellent relationship and communications skills
- Comfortable working on their own, as well as excellent team player
- Must be able to work well and calmly in a fluid newsroom environment
- Familiar with BBC Editorial Guidelines, and specifically those related to BBC social activity
- An understanding of the priorities in Digital for World Service Languages
- Experience in creating and delivering training an advantage