

# Content Development and Experience Manager

Location: [North America] [Mexico]

Town/City: Home Working

Category: Communications

Job Type: Open-ended, Full-time

**\*Preferred position location: Mexico. Other locations to be determined by home country of successful candidate in a jurisdiction (US state or country) where WVI is registered to operate. Latin America, Middle East or Africa preferred.**

**\*Please submit your CV in English.**

## PURPOSE OF POSITION:

The Content Development and Experience manager will lead a team of multimedia content creation and virtual experience specialists, who jointly will accelerate development of high-quality content to support implementation of Our Promise and enable delivery of rich and immersive virtual experiences for a wide range of audiences and stakeholders.

Virtual experiences provide immediate, engaging and real-time interaction and open up the possibility of authentic connection for those who may never have been able to meet in person, and from contexts for which travel is costly, difficult or expensive.

This position will lead the team will help establish a consistent and class-leading virtual experience across World Vision by facilitating cross-functional collaboration and by leveraging expertise in marketing, information technology, content strategy development and broadcast video production.

## KEY RESPONSIBILITIES:

- Enable solutions development for virtual experiences, with a focus on testing of event-specific platforms and contributing to development of partnership standards for virtual field experiences.
- Work with GTD to source reliable bandwidth options within each context .
- Development and deployment of technical training based on the results of outcomes.

- Testing and identification of appropriate equipment for immersive, best-in-class virtual experiences.
- Identify other virtual experience practitioners within World Vision who can contribute to learning and improvement across World Vision.
- Provide additional resource to empower development of consistently high-quality content (defined as of high technical quality and aligned with partnership priorities) to support all content-dependent Out Promise goals and with a specific focus on content that enhances virtual field experiences.
- Collaborate with the Global Centre internal communications team to identify best practise guidance for events with both internal-only and external audiences.
- Ensure consistent engagement of the Virtual Experience team within Teams so that lesson-learned are shared and scaled in an agile manner.
- Develop and deploy best practices related to planning, testing, budgeting and logistics for virtual experiences.
- Collaborate with the global content planning and systems team to ensure virtual experiences and related content are planned well and tracked for learning and reporting purposes.
- Provide hands-on support to virtual field experiences as needed within at least one geographic region.
- Management of content and experience team; set and report on targets and plans.
- Manage team members; contribute to budget planning and use conversations.

#### **KNOWLEDGE, SKILLS & ABILITIES:**

- 8+ years in communications, with a focus on broadcast or editorial multimedia production as both contributor and event manager.
- Experience with one or more hybrid or online event-based platforms such as Streamyard, Airmeet, Socio, Hopin, etc.
- Experience supporting or leading virtual events, particularly in or from bandwidth-constrained contexts.
- Demonstrated ability to work across diverse contexts and teams and to build strong, collaborative relationships.
- Comfort with risk-taking.
- Demonstrated ability at collaboration and persuasion.

- Good ability to balance the need with excellent outcomes with practical constraints.
- Experience contributing to or leading projects.
- Comfort with and good knowledge of production and broadcast equipment.
- Demonstrated ability to stay current with trends in broadcast and virtual engagement.
- Minimum BA in communications or related field.
- Certifications in managing multimedia and/or broadcast productions.
- Fluency in English.

***Preferred:***

- Familiarity with broadcast technology, including /streaming cameras, mobile audio solutions.
- Familiarity with multimedia production software, such as the Adobe Suite, Final Cut, DaVinci, Resolve.
- Experience working in global organisations.
- Spoken fluency in one or more languages other than English an asset.

***Work Environment/Travel:***

- The position requires ability and willingness to travel less than 25% of the time.