



**Strengthening
nonprofits and
the communities
they serve.**

Sharing a mission of change

Illinois

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Suite 2800
Chicago, IL 60604
312 629 0060

Indiana

One Indiana Square
211 North Pennsylvania St.
Suite 2375
Indianapolis, IN 46204
317 860 6900

Michigan

3011 West Grand Blvd.
Suite 1715
Detroit, MI 48202
313 309 7825

Missouri

911 Washington Ave.
Suite 203
St. Louis, MO 63101
314 588 8840

3105 Gillham Road
Suite 200
Kansas City, MO 64109
816 335 4200

Ohio

500 South Front St.
Suite 125
Columbus, OH 43215
614 484 1811

Wisconsin

215 North Water St.
Suite 225
Milwaukee, WI 53202
414 563 1100

IFF

Position Description

Title:	Program Communications Manager
Reports to:	Director of Communications
Department:	Strategic Partnerships and Resource Development
Department Purpose:	<p>The Strategic Partnerships and Resource Development department is comprised of two teams – resource development and communications. The resource development team oversees IFF’s grant fundraising efforts. The communications team oversees two broad efforts:</p> <p>(1) <i>Corporate Communications</i> centers around storytelling through our newsletter, website, social media channels, and print materials. Content is leveraged by staff as a way to demonstrate our commitment and credibility to current and prospective clients, funders, and investors.</p> <p>(2) <i>Programmatic Communications</i> are embedded with our social impact staff – people who run programs, conduct research, and lead vital services – to create communications strategies that will help them achieve their on-the-ground goals with partners/clients.</p> <p>Each effort is led by a Communications Manager and overseen by the Director of Communications, who reports to the Vice President of Strategic Partnerships and Resource Development. The Director provides direct guidance to as well as connectivity between the Managers and IFF’s senior leadership, while also steering IFF’s thought leadership and media outreach efforts.</p>



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The Organization

IFF is a mission-driven lender, real estate consultant, and developer that helps communities thrive by creating opportunities for low-income communities and people with disabilities. Key to our success has been a deep sense of purpose, a broad perspective, and a relentless focus on achieving positive results. Social return can coincide with financial return.

Across the Midwest, we help clients from every sector, including human service agencies, health centers, schools, housing developers, and grocery stores. Our staff of approximately 100 professionals works from our Chicago headquarters, and we also serve the Midwest from six regional offices: Indianapolis, IN; Detroit, MI; Kansas City, MO; St. Louis, MO; Columbus, OH; and Milwaukee, WI.

Basic Job Function

The Program Communications Manager is a “communications generalist” position that requires a broad skillset in writing, design, strategy, and project management. The ideal candidate is an experienced communications professional with top-notch writing and story-telling skills; the ability to communicate complex concepts concisely and with an asset-based lens; a commitment to and talent for solving problems collaboratively; strong project management skills; adept technological know-how; and an eye for graphic design.

Major Duties and Responsibilities:

This is a new position at IFF that will create and manage communications deliverables and budgets for IFF’s emerging programmatic efforts, including:

1. **Special Programs.** IFF receives grant funding for special programs that often require specialized communications. For example, our Learning Spaces program focuses on early childhood education efforts in the City of Detroit – a specific sector in a specific city, with specific programmatic deliverables and communications needs. The Program Communications Manager would engage with that specific IFF team, which often includes both internal and external stakeholders, to craft and then deliver on a communications strategy, messaging, and tactics. This may sometimes include management of consultants who add to our team’s capacity.

2. **Vital Services.** IFF’s Social Impact Accelerator includes a team focused on what we call “vital services,” each of which are at a different stage in their evolution – early childhood education (established), K-12 education (established in some markets), and universal access (emerging). Each area engages in thought leadership to spread knowledge and awareness to all of IFF’s departments internally as well as to external stakeholders. This effort requires partnership with a communications professional to craft a strategy in line with the vital service’s goals.
3. **Research.** IFF’s Social Impact Accelerator also includes a research and evaluation team, which provides data and analysis to help nonprofits, foundations, and government agencies make better decisions about resource allocation and real estate investment. These studies have traditionally been published as long-form print booklets, but the team is increasingly exploring alternative products that are better in line with their client’s goals and audiences. The team requires partnership with a communications professional to craft a strategy in line with the client’s goals as well as IFF’s values.
4. **Other duties.** Perform other duties as assigned in support of IFF’s communications.

Performance Measures:

1. Understand and effectively communicate IFF’s mission, business, and impact.
2. Produce high-quality content that is written well, crafted strategically, and aligned with IFF’s goals and branding.
3. Execute assigned projects in a timely manner.
4. Forge excellent working relationships with IFF employees as well as external stakeholders, including nonprofit customers, investors, funders, and partners.



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5. Cultivate a culture of openness in information sharing through open communication, cooperation, and knowledge sharing.
6. Model personal accountability that promotes ownership and engagement.
7. Value and support differences in others, contributing to an inclusive work environment.

Position Qualifications:

- Education: Bachelor's degree in communications, journalism, English, or related field; or equivalent combination of education and/or experience required.
- Experience: Minimum of 5-7 years as a communications generalist. Experience in and knowledge of nonprofit sector, community development, finance or real estate development is strongly preferred.
- Special Knowledge and Skills: Strong experience in content management systems such as or similar to WordPress and MailChimp; strong Microsoft Office skills; and some experience in Adobe Creative Suite, specifically InDesign and PhotoShop.
- Unusual Requirements: Occasional travel throughout the assigned region. Possible evening and weekend work may be necessary. Able to lift 20 pounds and stand for extended period.

Application Instructions: Please submit a cover letter, resume, two writing samples, and salary requirements to careers@iff.org with "Program Communications Manager" in the subject line.

IFF values equity, diversity, and inclusion as part of its mission to strengthen nonprofits and the communities they serve. IFF is an equal opportunity employer.