



VACANCIES

The Malawi Communications Regulatory Authority (MACRA) is a statutory body established under the Communications Act, 1998 to regulate the provision of services in the communications sector in Malawi, comprising telecommunications, postal and broadcasting.

MACRA is inviting suitable people to apply for the following vacant position tenable at its Blantyre Head Office.

HEAD OF COMMUNICATIONS AND INTERNATIONAL AFFAIRS (NON-ESTABLISHED - 2 YEAR CONTRACT, GRADE MA3)

Department: Communications and International Affairs

Reports To: Director General

Supervises: Communications and International Affairs Staff

1.0 JOB PURPOSE

To provide strategic leadership in the development and implementation of the Authority's communication, public relations, stakeholder engagement and international relations strategies. The position is responsible for promoting and protecting the Authority's corporate image, managing its internal and external communications, strengthening stakeholder relationships and coordinating the Authority's engagement with regional and international organisations and partners.

2.0 KEY DUTIES AND RESPONSIBILITIES

2.1 Strategic Communication and Corporate Branding

- Develop and implement the Authority's communication, public relations and stakeholder engagement strategies.
- Develop and coordinate the implementation of annual communication and international affairs work plans and budgets.
- Ensure effective communication of the Authority's mandate, policies, programmes, regulatory decisions and achievements.
- Develop and implement initiatives aimed at enhancing and protecting the Authority's corporate image and reputation.
- Ensure consistent application of the Authority's corporate identity and branding guidelines.
- Provide strategic communication advice to Management and the Board.
- Coordinate communication activities during major events, announcements and crises.
- Provide strategic communication counsel to the Director General, Management and the Board on regulatory, institutional, reputational, stakeholder and emerging issues and ensure that communication considerations are integrated into the Authority's strategic decision making and programmes.

2.2 Media and Public Relations

- Develop and maintain effective working relationships with the media and other key communication stakeholders.
- Coordinate media engagements, press briefings, interviews, press releases and public statements.
- Monitor media coverage and public perception of the Authority and advise Management accordingly.
- Coordinate timely responses to media and public enquiries.

- Develop and implement media relations programmes that promote accurate and positive coverage of the Authority's activities.
- Manage communication during emergencies and other issues that may affect the Authority's reputation.

2.3 Stakeholder and Public Engagement

- Develop and implement stakeholder engagement and public awareness programmes.
- Coordinate public consultations, stakeholder forums, exhibitions and other outreach activities.
- Ensure effective communication with regulated entities, government institutions, consumers and other key stakeholders.
- Promote public awareness of the Authority's mandate, services, regulations and consumer rights.
- Develop and maintain stakeholder databases and mechanisms for obtaining stakeholder feedback.

2.4 Internal Communication

- Develop and implement effective internal communication mechanisms to ensure that employees are informed of key institutional developments.
- Promote effective communication and information sharing across the Authority.
- Coordinate the development and dissemination of internal publications, newsletters and other communication materials.
- Support initiatives aimed at promoting a positive organisational culture and employee engagement.

2.5 Digital Communication and Content Management

- Provide strategic oversight of the Authority's website and social media platforms.

- Ensure the development and dissemination of accurate, timely and engaging digital content.
- Promote effective use of digital platforms to communicate with stakeholders and the public.
- Monitor digital media platforms and provide advice on emerging issues that may affect the Authority's reputation.
- Ensure that digital communication activities comply with approved communication, branding and information management policies.

2.6 International Affairs and Relations

- Develop and implement strategies for strengthening the Authority's regional and international relations.
- Coordinate the Authority's participation in regional and international conferences, meetings, forums and activities.
- Establish and maintain strategic relationships with international organisations, regulatory bodies, development partners and other relevant institutions.
- Coordinate the preparation of briefs, position papers, submissions and reports for international engagements.
- Monitor international developments, agreements, policies and emerging trends relevant to the Authority's mandate and advise Management accordingly.
- Coordinate the implementation of international commitments and obligations relevant to the Authority.
- Facilitate bilateral and multilateral cooperation initiatives with regional and international partners.
- Coordinate official visits, delegations and other international engagements involving the Authority.

2.7 Corporate Events and Protocol

- Provide strategic oversight of the planning and management of corporate events and functions.

- Coordinate communication and protocol arrangements for official events, visits and meetings.
- Ensure appropriate representation and branding of the Authority at national, regional and international events.
- Coordinate the production and distribution of corporate communication and promotional materials.

2.8 Strategic Issues and Crisis Communication

- Develop and maintain an institutional crisis communication and issues-management framework.
- Anticipate, identify and assess emerging communication and reputational risks affecting the Authority.
- Lead communication responses during crises, emergencies, cyber incidents, regulatory controversies and other high-risk situations.
- Develop crisis communication protocols, holding statements, Q&As and media response mechanisms.
- Advise Management on reputational risks and appropriate communication interventions.
- Coordinate simulation exercises and crisis communication drills.

2.9 Public Education and Consumer Communication

- Develop and oversee public education campaigns on telecommunications, broadcasting, cybersecurity, digital services and consumer rights.
- Translate complex regulatory and technical matters into clear, accessible information for the public.
- Develop targeted communication programmes for different consumer groups, including underserved and vulnerable communities.
- Promote awareness of emerging digital technologies, online safety and responsible use of ICTs.

- Measure the effectiveness and reach of public awareness campaigns.

2.10 Communication Research, Intelligence and Analytics

- Conduct or commission research on public perception, stakeholder expectations and emerging communication trends.
- Establish systems for monitoring public sentiment, media trends and issues affecting the Authority.
- Use communication analytics and audience insights to inform communication strategies.
- Prepare regular reputation, media and stakeholder intelligence reports for Management and the Board.
- Benchmark the Authority's communication practices against leading regulators and international institutions.

2.11 Reputation and Issues Management

- Develop and implement a comprehensive corporate reputation management framework.
- Identify reputational opportunities and risks arising from regulatory decisions, projects and public engagements.
- Coordinate proactive communication around sensitive regulatory decisions and emerging issues.
- Develop strategies for correcting misinformation, disinformation and misleading information concerning the Authority.
- Maintain issues register and ensure timely escalation of significant reputational matters.

2.12 Communication Policy, Standards and Governance

- Develop, review and enforce communication policies, guidelines and standard operating procedures.
- Establish standards for official statements, media engagement, social media, branding and public information.

- Ensure communication activities comply with applicable laws, regulations and institutional policies.
- Provide communication governance and quality assurance across the Authority.
- Ensure proper management and archiving corporate communication records.

2.13 Strategic Partnerships and Resource Mobilisation

- Identify and develop strategic communication partnerships with government, industry, academia, development partners, media and civil society.
- Coordinate joint communication and public awareness initiatives with strategic partners.
- Explore opportunities for partnerships and sponsorships that advance the Authority's communication objectives.
- Represent the Authority in strategic communication networks and professional forums.

2.14 Communication Monitoring, Evaluation and Reporting

- Develop measurable communication objectives, indicators and performance targets.
- Monitor and evaluate the impact of communication programmes and campaigns.
- Prepare periodic communication performance reports for Management and the Board.
- Ensure lessons from communication activities are documented and incorporated into future.
- Track the Authority's visibility, reputation and stakeholder engagement performance.

Qualifications and Experience

Education

- Bachelor's degree in communication, Public Relations, Journalism, Media Studies, Corporate Communication and Master's Degree in Communication or Public Relations, or related discipline.

Experience

- Minimum of 8-10 years of progressive experience in corporate communications, public relations, media relations, or corporate affairs.
- At least 5 years in a senior management or leadership role.
- Experience in stakeholder engagement and internal communications.
- Crisis communication and reputation management experience.
- Knowledge of digital communication tools and social media platforms.

2. SPECTRUM MONITORING OFFICER (GRADE MA 6) – RE-ADVERTISED

Department: Telecommunications

Reports To: Senior Spectrum Monitoring Officer

Key Duties and Responsibilities:

- Conducting daily monitoring of Radio Frequency Spectrum usage.
- Maintaining database of all equipment on technical specifications for existing and new spectrum licensees.
- Collecting Radio Frequency Spectrum measurement data to assist the formulation of spectrum management strategies.
- Conducting Electromagnetic Frequency Compliance measurements.

- Providing technical assistance to all spectrum users and suggest solutions to all frequency interference problems.
- Producing Reports such as spectrum utilization and activity reports.
- Capturing data on all equipment on technical specifications for existing and new spectrum licensees.
- Monitoring and reporting on the performance of Frequency Management and Monitoring (FMM) equipment System.

Minimum Education Qualifications and Experience

- Bachelor of Science degree in any of the following: Electrical and Electronics Engineering, Telecommunication Engineering or in a related field.
- Minimum of two (2) years' experience working in the Telecommunications sector

If you meet the above requirements, please submit applications by **18th September 2026** addressed to:

The Director General
Malawi Communications Regulatory Authority (MACRA)
Private Bag 261
Blantyre

Email : recruitment@macra.mw

QR CODE :