

**Job Title:** Front Office & Digital Communications Associate

**Reports To:** Finance and Admin Assistant

**Employment Type:** Full-Time

**Location:** Nairobi, Kenya

**Company:** Good Partners

### **About Good Partners**

Good Partners is a fast-growing digital innovation firm building cutting-edge solutions that solve real-world problems across Africa. Our flagship products include:

- Vala.ai – an AI-powered knowledge management platform for organizations with vast internal knowledge, improving how NGOs and governments access, reference, and interact with their organizational resources.
- BetterPay – a financial and project management platform for organizations running workshops, events, and training programs. It ensures transparency, biometric attendance tracking, and seamless payroll disbursement via mobile money.
- AgriScanAI– an AI-driven mobile platform helping smallholder farmers identify pests, access localized agricultural advice, and connect to markets and financing in local languages.

### **Role Overview**

The Front Office & Digital Communications Associate will serve as the first point of contact for visitors, clients, and partners while also managing Good Partners' digital presence across online platforms. This role combines administrative and executive support with digital communication responsibilities, ensuring smooth office operations, professional client engagement, and a strong, consistent online brand presence.

### **Key Responsibilities**

#### **1. Front Office Management**

- Serve as the first point of contact for visitors, clients, and phone/email inquiries, providing courteous and professional assistance.
- Manage the reception area, ensuring it is tidy, welcoming, and presentable at all times.
- Maintain an updated visitor log and direct guests appropriately.
- Handle incoming and outgoing correspondence (calls, emails, parcels, mail).
- Support scheduling of appointments, meetings, and conference room usage.

#### **2. Executive & Administrative Support**

- Provide executive assistance to the Director and leadership team, including calendar management, meeting coordination, and travel arrangements.
- Prepare correspondence, meeting agendas, minutes, and briefing documents.
- Support office administration, procurement, and filing (physical and digital).
- Assist with the coordination of internal events, workshops, and external meetings.

#### **3. Digital Communications & Online Presence**

- Manage and update Good Partners' website and social media channels with engaging, timely, and relevant content.
- Develop, edit, and post digital content including graphics, news updates, and campaign materials.
- Monitor, analyze, and report on digital engagement metrics to track online performance.
- Ensure brand consistency across all communication platforms.
- Respond to online inquiries and community engagement messages in a timely and professional manner.

#### 4. Knowledge & Information Management

- Maintain digital records, databases, and mailing lists to ensure accuracy and security.
- Support knowledge-sharing initiatives, newsletters, and other digital outreach efforts.
- Collaborate with internal teams to highlight organizational activities and impact stories online.

#### Qualifications & Experience

- Diploma in **Communications, Public Relations, Business Administration, Marketing, or related field**.
- Minimum **2 years' experience** in a front office, executive assistant, or communications role.
- Proven experience managing social media platforms (LinkedIn, Twitter/X, Facebook, Instagram, etc.) and websites.
- Strong written and verbal communication skills, with attention to detail and professionalism.
- Proficiency in **MS Office Suite, Google Workspace**, and basic **graphic design/digital tools** (e.g., Canva, Adobe Suite).
- Excellent organizational and time management skills, with the ability to multitask and prioritize effectively.
- Strong interpersonal skills and ability to engage professionally with diverse stakeholders.

#### Core Competencies

- Professional demeanor and customer service orientation.
- Creativity in digital content creation and online engagement.
- Strong administrative, organizational, and problem-solving skills.
- Ability to work independently and as part of a team.
- Discretion and confidentiality in handling sensitive information.

#### What We Offer

- A dynamic work environment with opportunities for growth and learning.
- Exposure to cutting-edge digital innovation projects across Africa.
- Competitive remuneration package commensurate with experience.

#### How to Apply

Please submit your application letter and CV as attachments here: [Front Office & Digital Communications Associate](#)

Applications will be reviewed on a rolling basis with an application deadline of **5th September 2025**.

Good Partners is an equal opportunity employer and does not ask for fees at any stage of the recruitment process. Successful candidates must abide by Good Partners' Anti-Fraud & Bribery Policy and Safeguarding Policy, including the protection of children and vulnerable adults.