

14th June 2026

CoRSU Hospital is Uganda's leading health facility for orthopedic, plastic, and reconstructive surgery, and for comprehensive rehabilitation services for children and adults living with disability. Over the years, CoRSU Hospital has supported over 100,000 people with comprehensive rehabilitation services.

CoRSU Hospital seeks to fill the vacant position:

Job Title: Corporate Communications and Customer Experience Manager

Number of vacancies: 01

Type of Employment: Full-time

Reporting to: Chief Executive Officer

Department: CEO's Office

Overall job objective:

This position is responsible for designing, reviewing, and improving client experiences across all customer touch points in the Hospital. He/she is charged with creating a hospital-wide focus on customers and continuous improvement in customer satisfaction. This position is also responsible for CoRSU's public relations activities and ensuring effective communication with CoRSU's stakeholders, the media, and the public using traditional and social media platforms.

Functional Outputs/Activities per key performance area:

Client/Customer Experience

- Develop a clear view of client needs that are geared towards improving customer experience and retention.
- Develop and implement strategies for enhancing customer satisfaction and retention.
- Create and manage customer value metrics to be used for prioritizing service.
- Conduct routine satisfaction surveys and use the findings for continuous improvement of customer experience in CoRSU Hospital.
- Support the entire Hospital to adopt a customer-centric mindset.

Communications

- Develop and execute communication plans according to the Hospital Communication Strategy.
- Manage and maintain the CoRSU website and ensure there are regular updates made to the site with appropriate content.
- Utilize CoRSU's social media accounts to educate the public on CoRSU's operations, projects, achievements, future initiatives, etc.

- Oversee campaigns on social media and evaluate the effectiveness of such campaigns.
- Manage hospital media relations.
- Provide support to the CoRSU teams by writing and distributing CoRSU Content (i.e., news/ press releases to targeted media regarding CoRSU reports, research findings, and training publications.
- Ensure that basic data is captured and analyzed regarding CoRSU public relations, customer care/ client relationship, and visitors' engagement activities and statistics are complete and available.
- Collect and analyze all media information that is relevant to CoRSU, and where applicable, give an official response from CoRSU.
- Participate in writing and editing in-house publications, success stories, speeches, articles, and reports for submission to the various consumer groups/stakeholders.
- Support the preparation and production of information materials such as publicity brochures, handouts, direct mail leaflets, annual calendars, annual reports, promotional videos, photographs, films, multimedia, and CoRSU programs/projects.

Marketing and Branding

- Develop and manage publicity campaigns and generate promotional materials.
- Maintain brand identity across all customer and stakeholder touch points, hospital marketing initiatives, and communications for consistent brand representation.
- Coordinate annual reputation and brand surveys to determine the corporate positioning and perception of CoRSU.

Team Management

- Supervise the front desk customer care team and other staff as may be assigned.
- Develop and implement KPIs for staff and evaluate and assess staff performance regularly.
- Support the staff to develop individual work plans for the week/month or year to create visibility and clarity of tasks, and track their progress against these plans.
- Recommend necessary training for the department's staff development in line with the set strategies.
- Provide guidance, coaching, and mentor department staff.
- Conduct quarterly performance reviews for department staff and identify areas of improvement.
- Manage the administration of staff, i.e., leave approval, travel approval, etc.

- Approve expenditures as per the delegation of authority.
- Provide Departmental feedback to the CEO on a weekly basis.

Reporting.

Prepare and submit regular corporate communication reports to Management and the Board.

Financial Management

- Develop the budget for the department as per the guidelines set.
- Monitor and control the allocated budget and put measures in place to address variances.
- Continuously identify areas for improved efficiency.

Risk Management

Perform risk assessments for strategies before implementation and develop a mitigation plan to manage the risks.

Compliance

- Ensure CoRSU Corporate Communications policies and regulatory compliance in the execution of activities.
- Adherence to all CoRSU Policies and Procedures.

Required Qualifications, Experience, Skills, and Competencies

Bachelor’s degree in marketing, communications, or related disciplines from recognized institutions. Public Relations / Marketing Certification or equivalent.

Experience

Five (5) years of relevant experience working in a similar role.

Key Competencies & Skills

- Integrity
- Professionalism
- Self-Confidence
- Resilience and Tenacity
- Leadership
- Driving Accountability
- Influencing Strategic Direction
- Crisis Management
- Research Techniques and Digital Tools Management
- Project Management
- Stakeholder Management and Public Relations

- Communication Skills
- Organizational Skills
- Analytical Skills
- Budget Management
- Innovation and Creativity

Attributes include:

- Customer Mindset
- Creativity
- Attention to Detail
- Strong Business Acumen
- Decisive

Qualified persons should submit their applications (detailed CV with a cover letter plus copies of Academic Qualifications) to: The Head of Human Resources, CoRSU Hospital P.O. 46 Kisubi, or email to: recruitment@corsuhospital.org before midnight on **Friday, 3rd July 2026**. Shortlisted candidates will be contacted for interview by 31st July 2026.

CoRSU is an Equal Opportunity Employer. Qualified People with Disabilities (PWDs) are encouraged to apply.