

31st July, 2026

Comprehensive Rehabilitation Services for People with disability in Uganda (CoRSU) was established in 2006 as a private non-profit, non-governmental organization. CoRSU provides Orthopaedic Surgery, Plastic Surgery, and Rehabilitation, mainly for children as well as adults with disability.

CoRSU Hospital seeks to fill the following vacancy:

Job Title: Corporate Communications and Customer Experience Manager

Number of vacancies: 01

Payment Grade: Full-time

Reporting to: Chief Executive Officer

Department: Corporate Communications

Overall job objective:

The role is responsible for designing, orchestrating, and improving client experiences across all customer touchpoints in the Hospital. He/she is charged with creating a hospital-wide focus on customers and establishing metrics for defining the nature of customer relationships. Their insight from customer interactions may lead to new service opportunities and new markets. He/she will organize and oversee public relations activities and ensure effective communication with stakeholders, media, and the public.

Functional Outputs/Activities per key performance area:

Client/ Customer Experience

- Develop a clear view of client needs that are geared towards improving customer experiences and retention.
- Identify loyal customers and find more of the same without hurting existing relationships.
- Create and manage customer value metrics that can be used to prioritize service.
- Make a routine satisfaction survey for clients through client follow-up and compiling a report, and statistical data for management support to the customer experience improvement plan
- Identify sources of dissatisfaction and potential customer defections.
- 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

- 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.
- Provide Departmental feedback to the CEO on a weekly basis.
- Develop and implement KPIs for staff and evaluate and assess staff performance regularly.
- Recommend necessary training for the department's staff development in line with the set strategies.
- Provide guidance, coaching, and mentoring to 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.

Reporting.

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

Financial Management

- Develop the budget for the department as per the set guidelines.
- 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 prior to 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 **Monday, 31st August 2026**. **The title** of the Job you are applying for and the name of the Applicant should be the subject of the email.

NOTE: Recruitment is based on a rolling basis

NB: *CoRSU is an Equal Opportunity Employer; so capable People with Disabilities (PWDs) are encouraged to apply. However, only shortlisted candidates will be called for interviews.*