



International  
Labour  
Office

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*Note for supervisors: Please complete the vacancy proposal form and submit it to the Director of the department/office for endorsement. For field positions additional approval is required by mail from the regional HR Partner before final submission to [jpo@ilo.org](mailto:jpo@ilo.org).*

## VACANCY PROPOSAL FOR JUNIOR PROFESSIONAL OFFICERS (JPO) Job Description Template – Headquarters and field positions

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### GENERAL INFORMATION:

**Title:** Junior Professional Officer in ... *Communications and Information Management*

**Duty station:** *Suva, Fiji*

**Duration of the assignment:** 12 months, renewable

**Grade:** P2

**Department/ Field Office:** *Country Office for Pacific Island Countries*

**Organisational unit:** *Country Office for Pacific Island Countries*

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### SUPERVISION

#### Direct Supervision by:

*Christian Viegelahn, Officer-in-Charge, ILO Country Office for Pacific Island Countries*

#### Content and methodology of supervision:

A time-bound work plan will be agreed between the JPO and the supervisor on communication and information management work for the duration of the assignment. As necessary, detailed instructions, guidance and coaching will be provided by the supervisor for coordinating the development and enhancement of all ILO national or Pacific regional communication plans and activities that are aligned with the ILO communication strategies at national, and/or regional and global levels and support the Office's promotion and advocacy efforts.

Work will be discussed with, and reviewed by the supervisor at various stages before completion in order to verify work plans and assigned tasks have been undertaken

successfully. Weekly meetings between the JPO and the supervisor on all communication and information management related issues will be scheduled. The JPO will have the opportunity to accompany and assist the supervisor (or related Staff member) in planned missions to support communications related to project and programme work in 11 Pacific Island member Countries, including scheduled events, workshops, meetings as necessary. Performance management will be reviewed in accordance with ILO's Performance Management Framework, as applicable to Junior Professional Officers.

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## **INTRODUCTION**

*The ILO Office for Pacific Island Countries based in Fiji, provides technical assistance to eleven member States (Cook Islands, Fiji, Kiribati, Republic of Marshall Islands, Palau, Papua New Guinea, Samoa, Solomon Islands, Tonga, Tuvalu and Vanuatu), as well as to non-member States in the region as required, on a wide range of areas including: Labour standards and Labour Law, Labour Migration, Employment, Natural Disasters and Climate Change, Tripartism, Disabilities, Child Labour and Social Protection.*

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## DUTIES AND RESPONSABILITIES

Plan, manage and coordinate the communication and information management area for the Office, providing strategic and authoritative advice to senior management on all communication and information management related matters. Develop the workplan for the work unit and ensure alignment with overall Office work programme. Identify priorities in accordance with the regional and global communication and information management strategies. Play a lead role in planning, coordinating and integrating the work assigned to national communication and information management officers and support staff.

1. Conduct training in relevant communication and information management areas and provide briefings and induction to new staff.
2. Coordinate the development and implementation of ILO national and/or sub-regional communication strategies. Draft communication plans in accordance with the strategic priorities established by the Regional Office and headquarters. Analyse and assess the effectiveness of communication strategies and activities on the basis of research and metrics obtained from a variety of internal and external information sources. Formulate proposals and oversee the adaptation of activities, as required. Prepare and review related reports.
3. Keep up to date with and share information on world of work themes. Identify communication and information management needs and priorities and propose and develop activities for the Office in line with these priorities. Provide technical advice to staff and managers, recommending communication and information management approaches and products to position the ILO, optimize messaging and branding and to advocate effectively on a full range of ILO activities.
4. Plan, conduct and coordinate media reviews. Discuss and coordinate in consultation with the Regional Office and headquarters responses to media messages on the ILO. Organize and coordinate press conferences, media interviews and other public information events to raise awareness of the ILO's activities and results. Provide media briefings as required. Give presentations and respond to a range of inquiries.
6. Commission, research, write and/or review communication and information products, including news releases, comment pieces, feature stories, fact sheets, brochures, talking points and speeches, ensuring that they communicate persuasive, evidence-based and solution-oriented messages.
7. Provide guidance and support to users on the management and organization of the public web, collaborative platforms and the intranet. Provide advice on the creation of new taxonomies and other tools for the effective management of information. Ensure appropriateness and consistency of information and compliance with applicable standards.
8. Keep abreast of changes to applicable standards, best practices and technologies. Share knowledge and provide guidance to staff.

9. Monitor the efficiency and effectiveness of work methods and processes and make recommendations for improvements. Liaise closely with staff and managers to ensure effective and smooth service design and delivery, recommending improvements on interrelated processes.
10. Seek opportunities to develop and expand networks, such as with the One UN Communication Team and any existing information management networks, national partners, media outlets and other stakeholders. Represent the work unit in interagency fora and meetings, including with donors, with a view to developing and enhancing areas for synergies, joint initiatives and partnerships, and resource mobilization.
11. Perform other relevant duties as assigned.

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## **QUALIFICATIONS AND EXPERIENCE**

**Education:** University degree (Bachelor's or equivalent) in a field relevant to the job.

Minimum: Some previous experience in professional work related to communication and information management. Experience in developing communication and information management plans and a range of communication and information management tools and products using multimedia and social media platforms.

First university degree in Multimedia Communications or Journalism or equivalent in a related field.

Desirable:

An advanced university degree / Master's or Post Graduate Diploma in Multimedia Communications or Journalism.

### **Work experience:**

Minimum:

At least two years of experience in Multimedia Communications or a relevant area, at the national / international level.

Desirable:

Work experience in the Pacific region or developing country in an international organisation.

**Skills required for the assignment:**

Minimum:

1. *Excellent knowledge of communication and/or information management principles and concepts.*
2. *Good knowledge of multimedia to develop a range of communication and information products.*
3. *Good knowledge of social media platforms.*

Desirable:

1. Excellent knowledge of communication and/or information management principles and concepts.
2. Good knowledge of multimedia to develop a range of communication and information products.
3. Good knowledge of social media platforms.
4. Good knowledge of ILO's publishing standards.
5. Good knowledge of the substantive nature of Organization's work programmes and activities.
6. Good knowledge of the working practices of the national media.
7. Good knowledge of research methodologies and resources.
8. Good knowledge of protocol.
9. Good knowledge of methods and techniques for designing and assessing quality and efficiency of process execution.
10. Good knowledge of PC software (including word processor, spreadsheet and presentation software) such as Microsoft Office.

**Languages:**

Minimum:

Excellent command of one working language of the ILO (English, French, Spanish).

Desirable:

Good knowledge of a second working language of the ILO would be an asset.

**ILO competencies:**

The candidate is expected to demonstrate and be guided by ILO competencies, specifically:

In addition to the ILO core competencies [Integrity and transparency, Sensitivity to diversity, Orientation to learning and knowledge sharing, Client orientation, Communication, Orientation to change, Takes responsibility for performance, Quality orientation, Collaboration], this position requires:

1. Drafting and web writing and editing skills.
2. Ability to adapt quickly to new software and systems including for updating websites, desktop publishing, graphic design and producing communication and information products.
3. Ability to work in a multicultural environment and to demonstrate gender-sensitive and non-discriminatory behaviour and attitudes

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## **TRAINING COMPONENTS AND LEARNING ELEMENTS**

### **Training components:**

Training opportunities at the ILO, include develop multimedia professional skills offered by the ILOITC in Turin, Italy. Other opportunities arise from seminars, workshops and interaction with communication specialist in the ILO and UN system.

### **Learning elements:**

- Become familiar with ILO's institutional and informal coordination mechanisms, in particular the implementation of Technical Cooperation Projects, Tripartite mechanisms in the Pacific and the Development of DWCPs in the Pacific.
- Become familiar with ILO's mandate and with the human-centred approach to the future of work.
- Interact with tripartite institutions in 11 Pacific ILO member countries working on strengthening labour standards and laws.
- Get acquainted with the work of a multi-disciplinary and multi-cultural team.
- Familiarize yourself with the functioning of the UN system in the Pacific.
- The JPO will gain in-depth knowledge of the preparing and implementation of ILO communications strategies, global campaigns and will further develop multimedia communication skills.

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## BACKGROUND INFORMATION

*Areas of Work in the Pacific:*

<https://www.ilo.org/suva/areas-of-work/lang--en/index.htm>

*Ongoing Projects:*

- *Strengthened resilience and adaptive capacity of Pacific Islanders in the context of climate change and disasters, ensuring that migration and relocation remains a choice, and displacement is averted, minimized and addressed*  
[https://www.ilo.org/suva/projects/WCMS\\_889760/lang--en/index.htm](https://www.ilo.org/suva/projects/WCMS_889760/lang--en/index.htm)
- *Building community resilience and fostering economic diversification and digital transformation in Fiji, the Solomon Islands, Tonga, Tuvalu and Vanuatu.*  
[https://www.ilo.org/suva/projects/WCMS\\_870799/lang--en/index.htm](https://www.ilo.org/suva/projects/WCMS_870799/lang--en/index.htm)
- *European Union provides €82 million for an FAO-led initiative targeting rural communities in Papua New Guinea*  
[https://www.ilo.org/suva/public-information/WCMS\\_813423/lang--en/index.htm](https://www.ilo.org/suva/public-information/WCMS_813423/lang--en/index.htm)

The ILO values diversity. We welcome applications from qualified women and men, particularly those with disabilities and from non – or under - represented member States. If needed, reasonable accommodation will be provided in the recruitment phase as well as during the JPO assignment to ensure equality of opportunities.

The ILO has a smoke-free environment.