

# Job Description Form

Classification Date: May 2020

1. Job Type

## 2. Job Information

Title

Functional Group - Level 1  Grade

Functional Group - Level 2  Job Code

Functional Group - Level 3  CCOG Code

Functional Clearance Required

### FOR EXPERT POSITIONS ONLY

Position Number  Location

Supervisor Position Number

Supervisor's Title  Supervisor Grade

## 3. Organizational Setting and Work Relationships

Direct supervision is normally exercised by a (Snr) External Relations Officer or Representative who provides guidance on the applicable procedures. Advice may also be provided by relevant functional units at HQ. External contacts are with a broad range of partners and stakeholders, including inter alia, government, media, embassies, donors, UN agencies, NGOs and other national and international organizations, as well as general public on matters of importance to the Organization.

All UNHCR staff members are accountable to perform their duties as reflected in their job description. They do so within their delegated authorities, in line with the regulatory framework of UNHCR which includes the UN Charter, UN Staff Regulations and Rules, UNHCR Policies and Administrative Instructions as well as relevant accountability frameworks. In addition, staff members are required to discharge their responsibilities in a manner consistent with the core, functional, cross-functional and managerial competencies and UNHCR's core values of professionalism, integrity and respect for diversity.

## 4. Duties

- Stay abreast of the challenges posed by the political context, the UN and humanitarian reform, and institutional developments in the area of forced displacement and humanitarian operations.
- Assist the implementation of a communications strategy that generates support for UNHCR's operations from external partners (e.g. the general public, governments, partners, media, academia, NGOs, private sector and persons of concern).
- Assist in the dialogue with donors and embassies and provide relevant information on UNHCR operations and financial requirements by organizing regular briefings, bilateral meetings and missions and responding to donors' requests for information on ad hoc basis.
- Through a consultative process with headquarters, disseminate information on UNHCR's global funding situation and mobilize additional funds to implement programmes and projects aimed at enhancing the quality of protection for persons of concern in the country operation.
- Assist in the coordination of the drafting of, situation reports, briefing notes, background material, talking points, fact sheets, press releases and articles.
- Draft narrative and financial reports on contributions in compliance with specific donor requirements.
- Monitor earmarking level of funding for UNHCR Country operation and ensure appropriate visibility for donor contributions in compliance with UNHCR guidelines and specific donor requirements.
- Participate on behalf of the Representative and other supervisors in inter-agency cooperation and communication strategies, initiatives and tools.

- Assist in the management of information flows within the country operations by identifying priority matters, securing, analyzing and disseminating documentation and information to support country operations and corporate communication processes and priorities.
- Consolidate information on UNHCR's country operations and identify appropriate messages for campaigns and appeals.
- Propose events and initiatives (e.g. commercial, cultural, political and sports) to promote the work of UNHCR and take action as appropriate.
- Support the management of media relations by, inter alia, responding to direct queries, publishing press releases, handling interview requests and organizing regular briefings and visits to country operations.
- Promote visibility of UNHCR's work and advocate for support for the people of concern through providing inputs for social media and other web content.
- Organize missions to the field and press briefings for external parties as required.
- Implement all aspects of a communications strategy.
- Represent UNHCR on behalf of senior management in fundraising and communication priorities in inter-agency initiatives and fora.
- Perform other related duties as required.

## 5. Minimum Qualifications

### Education & Professional Work Experience

#### Years of Experience / Degree Level

For P2/NOB - 3 years relevant experience with Undergraduate degree; or 2 years relevant experience with Graduate degree; or 1 year relevant experience with Doctorate degree

#### Field(s) of Education

Political Sciences  
Journalism

Social Sciences  
Communications

International Relations  
or other relevant field.

(Field(s) of Education marked with an asterisk\* are essential)

#### Certificates and/or Licenses

Not specified.

(Certificates and Licenses marked with an asterisk\* are essential)

#### Relevant Job Experience

##### **Essential**

Experience in humanitarian operations in a field environment. Excellent knowledge of local institution, politics and culture.

##### **Desirable**

Fund-raising and programming/programme management experience. Experience of working with social media.

#### Functional Skills

FR-Fundraising (incl. operations, programmes)

PG-Programme Management (project formulation, programme cycles and reporting standards)

MS-Drafting, Documentation, Data Presentation

IT-Web Content Management

IT-Computer Literacy

MS-Translation

ER-Communications/media/digital/social media communicat. monitoring/analysis/presentation

(Functional Skills marked with an asterisk\* are essential)

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## **Language Requirements**

*For International Professional and Field Service jobs: **Knowledge of English and UN working language of the duty station if not English.***  
*For National Professional jobs: **Knowledge of English and UN working language of the duty station if not English and local language.***  
*For General Service jobs: **Knowledge of English and/or UN working language of the duty station if not English.***

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## **6. Competency Requirements**

All jobs at UNHCR require six core competencies and may also require managerial competencies and/or cross-functional competencies. The six core competencies are listed below.

### **Core Competencies**

*Accountability*  
*Communication*  
*Organizational Awareness*  
*Teamwork & Collaboration*  
*Commitment to Continuous Learning*  
*Client & Result Orientation*

### **Managerial Competencies**

*Empowering and Building Trust*  
*Managing Performance*  
*Managing Resources*

### **Cross-Functional Competencies**

*Analytical Thinking*  
*Innovation and Creativity*  
*Political Awareness*

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All UNHCR workforce members must individually and collectively, contribute towards a working environment where each person feels safe, and empowered to perform their duties. This includes by demonstrating no tolerance for sexual exploitation and abuse, harassment including sexual harassment, sexism, gender inequality, discrimination, and abuse of power.

As individuals and as managers, all must be proactive in preventing and responding to inappropriate conduct, support ongoing dialogue on these matters and speaking up and seeking guidance and support from relevant UNHCR resources when these issues arise.

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This is a Standard Job Description for all UNHCR jobs with this job title and grade level. The Operational Context may contain additional essential and/or desirable qualifications relating to the specific operation and/or position. Any such requirements are incorporated by reference in this Job Description and will be considered for the screening, shortlisting and selection of candidates.