Training and Learning Plan
- ✓ Participation in a one-week JPO Induction Programme in New York;
- ✓ Guidance and advice in relation to training opportunities within the field of expertise;
- ✓ Use of yearly JPO training funds for internal/external training opportunities;
- ✓ Participation in the Mentoring, Coaching, and Career Counselling and Career transition programmes;
- ✓ Encourage field mission and/or stretch assignment during and after the 2nd year.

In addition, the JPO will benefit from the following specific learning opportunities in the receiving office:
- ✓ Participate in learning activities of the Digital Strategy Section and the Digital Governance and Platforms team.
- ✓ Stay up-to-date with the latest trends in Communication, Web Technologies and Artificial Intelligence.

Career prospects and potential for retention:
- ✓ The proposed JPO Communication and Innovation Officer is a new profile for the team. The knowledge and experience that will be gained can provide vital for future recruitments at UNICEF or other UN organizations.

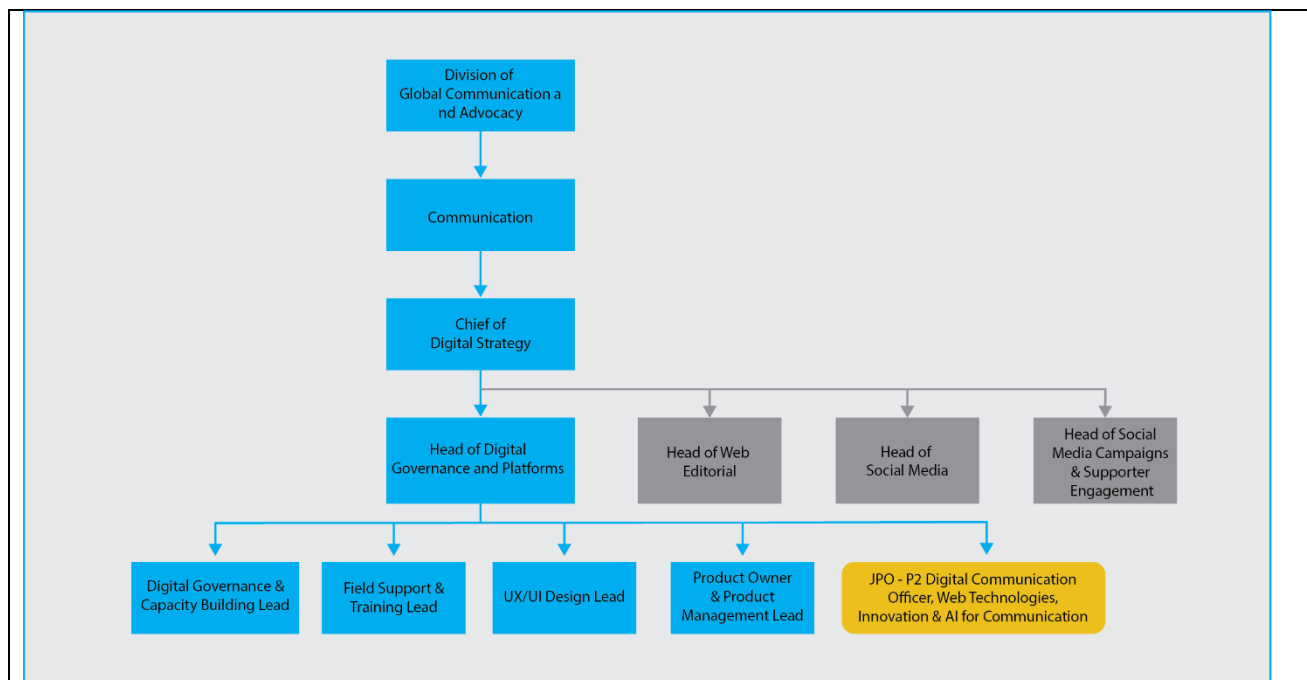**Supervisor's experience in coaching and development of young professionals:**
- ✓ Current supervisor has over 12 years of leading and managing staff. He has long experience in successful mentoring young professionals and help them to grow professionally.

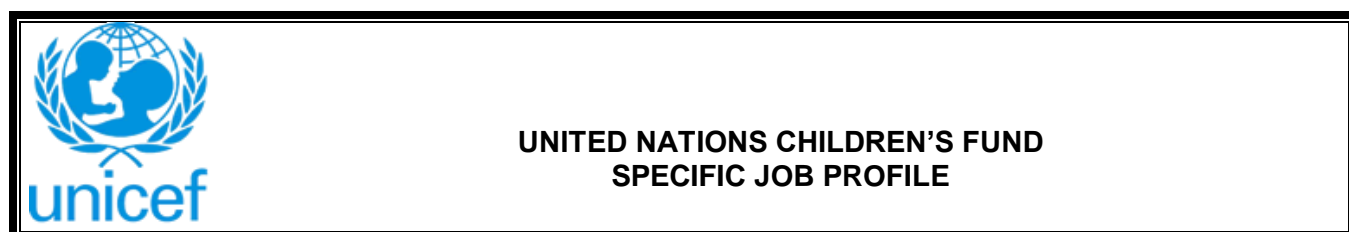| Information and living condition of Duty station: [For Filed Office locations only]	
General Information	The Valencia UN Base is home to UNICEF HQ staff outposted in Valencia. Valencia is the 3rd largest city in Spain, after Madrid and Barcelona. And is located on Spain's **eastern coast**, at the mouth of the Turia River, right in the centre of the Gulf of Valencia. It is situated on the shores of the Mediterranean, a stretch of water which has gradually forged the city's character over the centuries. Valencia enjoys a mild temperate Mediterranean climate. The average annual temperature is 17ºC with warm summers and mild winters. The temperature in Valencia rarely falls below 10ºC and there is only light rainfall mainly in autumn and the beginning of spring. It has good health, education and transportation facilities. There is a variety of sport and cultural activities offered (e.g. sightseeing, theatres, cinemas, exhibitions), and restaurants that offer typical local as well as international cuisine.
Security	Valencia is a very safe place to live, compared both nationally and internationally. It has low rates of crime in all areas and is rated as very safe for walking alone – both day and night. Beware however, especially when you are at the city center and at the time of any festivities, that thieves are attracted to the crowds, so you should be careful with your

	wallets, cell phones and other valuables.
Housing	In Valencia, there is a relative shortage of available apartments especially of those at the lower end of price scale. Prices varies depending on the location. Rental rates start at EUR 800 for one room apartment to more than EUR 3000 for private home with all amenities. It is advisable to employ a reputable real estate agent with experience in the foreign rental market. Generally, the landlord will pay the agent's commission, but you should clarify this prior to going out and looking at property. The normal deposit is equivalent to one month's rent, (or two in case of furnished apartment) and in addition, one to three month's rent may be requested in advance. It is possible to rent a fully equipped house or apartment with furniture, kitchen appliances, electronics etc. The amount of the monthly payment will depend upon location, amenities, overall condition of the property, age of the structure, etc. Most leases are contracted for a minimum period of one year but there are some short lease options. One month's advance notice is generally required to extend or cancel a lease. When looking for an apartment in Valencia please have a look in websites such as Idealista, Kyero or Fotocasa
Schools & Childcare	To enroll your child into Spanish education, you can choose between: • a state school (tuition free) • private school (tuition may be subsided by the state), or • a fully independent school, (most international schools) Valencia's international schools commonly offer three curricula. • the Spanish curriculum, • International Baccalaureate; and • the national curriculum of the school's country (British, German, French, and American) There are 24 international schools in Valencia and the school year runs from September - June.
Work for spouses & partners	Valencia is based on the Mediterranean coast of Spain and it is the base of many Spanish and International companies including some international organizations. Tourism is a major industry in the area that offers a lot of employment opportunities especially when you have the knowledge of languages other than Spanish.

Reporting line of the JPO

**UNITED NATIONS CHILDREN'S FUND
SPECIFIC JOB PROFILE**

I. Post Information

Job Title: Digital Communication and Innovation Officer Supervisor Title/ Level: Digital Communication Manager, P4 Organizational Unit: Global Communication and Advocacy / Digital Governance and Platforms Post Location: Valencia, Spain	Job Level: P2 Job Profile No.: Job Classification Level:

II. Strategic Office Context and purpose for the job

Strategic office context:

The fundamental mission of UNICEF is to promote the rights of every child, everywhere, in everything the

organization does — in programs, in advocacy and in operations. The equity strategy, emphasizing the most disadvantaged and excluded children and families, translates this commitment to children's rights into action. For UNICEF, equity means that all children have an opportunity to survive, develop and reach their full potential, without discrimination, bias or favoritism. To the degree that any child has an unequal chance in life — in its social, political, economic, civic and cultural dimensions — her or his rights are violated. There is growing evidence that investing in the health, education and protection of a society's most disadvantaged citizens — addressing inequity — not only will give all children the opportunity to fulfill their potential but also will lead to sustained growth and stability of countries. This is why the focus on equity is so vital. It accelerates progress towards realizing the human rights of all children, which is the universal mandate of UNICEF, as outlined by the Convention on the Rights of the Child, while also supporting the equitable development of nations.

Strategic office context :

The Digital Strategy Section within the Division of Global Communication and Advocacy, comprises Web, Social Media, Multimedia and Digital Governance teams working together to create compelling public-facing content and to provide digital services within the organization. Through multiple platforms and in multiple languages, the Digital Strategy Section is shaping and amplifing UNICEF's powerful and compelling global digital voice and reach in order to drive advocacy and engagement around the issues that matter most for the world's children and young people. Digital trends are shifting and having a bigger impact on our lives. Audiences are increasingly seeking relevance and emotional connection in the content and information that they are exposed to. To evoke empathy and effect change for children and young people, we must communicate around both what our audiences care about and the issues we want them to care about. We need to build trust in order to drive impact and engagement. We can achieve this by telling children's stories through compelling assets, using targeted digital channels and tools such as the UNICEF.org web platform.

Digital Governance & Platforms Team supports Country & Regional Offices and HQ in accelerating results for every child by strengthening and providing access to digital platforms and infrastructure, building capacity and monitoring brand abuse. This is the governing body for digital strategy, policy and standards. The digital governance framework informs all public-facing UNICEF websites, mobile applications, and social media interactions. The team also leads the implementation of the Digital Transformation Project.

In a rapidly changing world of technologies and communication, the JPO will support the team in improving efficiency and productivity and pilot and scale up new technologies that can change the way of communicating with our users all around the world.

Purpose for the job:

Under the direct supervision of the Digital Communication Manager (Head of Digital Governance and Platforms), the JPO Digital Communication Officer in Web Technologies and AI will be responsible for supporting the Digital Governance and Platforms team in the research, planning, coordination, implementation and reporting on projects related with innovation, web technologies and AI.

The role will also support in testing new functionalities, capacity building and broader support to Country Offices in relation to the Unicef.org platforms.

III. Key functions, accountabilities, and related duties/tasks:

Summary of key functions/accountabilities:

1. **AI and Innovation support**

- Research, develop, pilot, and implement new tools and methodologies and AI tools for potential implementation across platforms.
- Propose and prototype innovative solutions for enhancing website interfaces and user journeys.
- Research and propose innovative and AI-powered solutions to optimize content creation, distribution, and performance analysis.
- Participate in the develop and implementation of AI-driven chatbots or virtual assistants to improve user engagement and support.
- Identify opportunities for automation and innovative solutions in digital communication processes, procedures, and workflows.

2. Digital web platforms support

- Support in the project management of digital platforms initiatives by coordinating and oversee website development projects across multiple platforms including external vendors and consultants.
- Collaborate with stakeholders to gather requirements and ensure timely delivery of digital communication initiatives.
- Monitor project timelines, resources, and deliverables using project management methodologies and tools.
- Support in Quality Assurance and testing activities of platforms and AI solutions.

3. Digital Governance and capacity building support

- Coordinate, organize and support webinars and trainings.
- Create and maintain documentation, user guides and documentation for various digital platforms and tools, including, for AI implementations and best practices.
- Develop templates and standardized procedures to enhance team productivity and implement and maintain tools for streamlining team processes.
- Assist in developing and maintaining digital governance frameworks, workflows, procedures, and processes.
- Perform other duties relevant to the Digital Governance and Platforms and the broader Digital Strategy Section.

IV. Impact of Results

The efficient delivery of services will contribute to consolidate Digital Strategy Section's positioning as a hub for digital innovation and a leader on digital projects and communication related to the overarching work on children's issues through:

- Innovation in communication.
- Timely delivery of products and services.
- Enhanced external, as well as internal digital communications systems and methodologies for the team.
- Improve quality of products and services that the team delivers.
- Strengthen interaction within Division of Communications and partners.

- Improve synergies and digital skills among HQ, Country and Regional Offices and improve promotion of UNICEF communication priorities.

V. Competencies and level of proficiency required

(Please base on UNICEF Competency Framework)

Core Values attributes	Functional Competencies
 - Care - Respect - Integrity - Trust - Accountability **Core competencies skills** - Works Collaboratively with others (2) - Builds and Maintains Partnerships (1) - Innovates and Embraces Change (1) - Drives to achieve impactful results (1) - Manages ambiguity and complexity (1)	 - Persuading and influencing (1) - Applying technical expertise (1) - Learning and researching (2) - Planning and organizing (2)

VI. Recruitment Qualifications

Education:	A university degree in one of the following fields is required: Advanced university degree (Master's or higher) in communications, management, IT, User Experience design, digital media or other field related to this position. A first-level university degree in combination with 2 years qualifying experience may be accepted in lieu of an advanced degree.
Experience:	*A minimum of two years of professional experience in one or more of the following areas is required* - Two years of relevant work experience in communications, journalism, public relations, marketing, IT or a related field. - A good understanding of project management, digital media and communications. - Experience with professionally managing/contributing to websites. - Knowledge of current best practices in digital communications channels (web, social media, multimedia)

	- Good understanding of web technologies and AI - Good understanding of world affairs, current events and development issues.
Language Requirements:	Fluency in English is required, additional knowledge of another official UN language (Arabic, Chinese, French, Russian or Spanish) is an asset.