

TERMS OF REFERENCE Junior Professional Officers (JPO)

I. General Information:

JPO functional title:

Coordination & Communications Officer

Main Sector of assignment:

UN System Coordination

Detailed Sector of assignment

Communications, Outreach & Advocacy

Country:

Somalia

Location (city):

Nairobi

Agency:

UNDP

Duration of assignment:

One-year fixed-term appointment, renewable at least once subject to satisfactory performance, recommendation by respective office and donor agreement.

II. Supervision:

Title of Supervisor:

Head, RC/HC Communications

Content and methodology of supervision:

As part of the UNDP JPO programme overall framework, the JPO will benefit from the following supervision modalities:

- Structured guidance provided by the supervisor, especially in the beginning of the assignment, with the purpose of gradually increasing the responsibilities of the JPO
- Establishment of a work plan, with clear key results
- Effective supervision through knowledge sharing and performance/development feedback throughout the assignment
- Easy access to the supervisor
- Participation in Unit/Team/Office meetings to ensure integration and operational effectiveness
- Guidance and advice in relation to learning and training opportunities within the field of expertise
- Completion of the yearly UNDP Results and Competency Assessment (RCA)
- If more than one supervisor; clear agreement of the roles and responsibilities between the relevant parties

In addition, the following specific supervision arrangements will apply:
Supervision will be direct and will take the form of mentoring and coaching. There will be an agreed workplan against which targets and progress will be monitored and evaluated. Regular meetings and feedback will be important features of the supervisor/supervisee relationship.

III. Duties, Responsibilities and Output Expectations:

1. Contribute to the implementation of the UN, international community and Somali government's partnership, the New Deal Compact on Somalia, through support to the FGS New Deal Desk and outreach on key New Deal issues of peace building and state building on behalf of the UNCT (30%)
2. Support coordination through the development and implementation of joint internal and external strategies for the UNCT on key UNCT issues, including UN integration, peace building and conflict prevention, New Deal, etc. (30%)
3. Support unified and strategic communication and outreach on behalf of the UNCT (30%)
4. Reporting and research (10%)

1. Contribute to the implementation of the New Deal Compact on Somalia through support to the FGS New Deal Desk and outreach on behalf of the UNCT (30%)

- Work closely with FGS New Deal Desk counterpart on developing and disseminating New Deal information material.
- Identify and develop opportunities and implement plans for outreach, advocacy and civic education on New Deal issues for the FGS and the UN.
- Keep UNCT agencies and technical partners informed on progress and development and build awareness and support.
- Develop and implement materials on the UN

2. Support coordination through the development and implementation of joint internal and external strategies for the UNCT on key UNCT issues (30%)

Project Planning

- Conducts assessments for UNCT (projects, programmes and change initiatives, etc.) on communications, Somali outreach and advocacy to donors and other audiences on key issues such as the New Deal, peace building and conflict prevention and integration.
 - Analyses requirements and creates proposals based on the the outcome.
 - Development and production of materials for awareness-raising campaigns, in coordination with the supervisor.
 - Identifies and integrates advocacy and communication strategies into UNCT communications, including the UNCT and New Deal websites and other social media
- #### **Launches and campaigns**

- Promotion and maintenance of public information campaigns on UN activities, 'One UN' under integration, the New Deal for Somalia, and other UNCT priorities, under the supervision of the supervisor.
- Preparation and planning for joint launches and key events

Outreach

- Preparation and dissemination of public information materials to key audiences such briefings, donor reports, materials for civic education and community awareness.
- Works closely with national partners in the Aid Coordination Unit to build capacity, ensure quality, create campaigns and support the Federal Government of Somalia with New Deal

implementation and monitoring impact.

- Acts as RCO and UNCT focal point for capacity building and support projects to Somali media.

3. Support unified and strategic communication and outreach on behalf of the UNCT (30%)

- Assists in agenda planning and participates in the UNCT Information Group

- Contribute to the smooth functioning and integrated outreach under the new integrated UN mission working with all UNCT and mission partners

- Liaises with Agency, Funds and Programmes Public Information Focal points on project, joint outreach and other efforts

Public information

- Timely and effective responses to inquiries for public information materials

- Monitors and analyses results of public information efforts in raising awareness of the UN in Somalia, impact of integration, the New Deal and outreach and other key issues.

- Management of some publication activities, such as drafting articles, content management, norms for publishing, design, maintenance of regular contact with printers and other suppliers to ensure production and publications dissemination.

- Assist in management of the office web sites in cooperation with the ICT staff and social media officer (UNV) - Supervising the UNV Communications Officer on inputs

- Preparation of the content for the web and social media to ensure consistency of the materials.

- Implements information programmes to publicise priority issues or major events

- Promotion and dissemination of advocacy materials and publications.

4. Reporting and Research (10%)

- Prepares initial drafts and contributes to key documents such as SG Reports, Code Cables, Press Releases, articles and other reports

- Track, research, analyse and verify information and trends from various sources, determining relevance and utility as public information on UNCT topics of concern.

- Follows up on key issues as needed.

Travel to Somalia to conduct these activities and support the Resident Coordinator as needed.

IV. Qualifications and Experience:

Required Education and Work Experience:

Master's Degree or equivalent Advanced Degree in a related field of expertise

- A minimum of two years of paid working experience in a relevant field (this includes UNV experience and paid internships)
- Working knowledge of English

Other desirable education and work experience:

- Strong communication skills, including the ability to draft/compile a variety of written communications products in clear, concise style and to interact effectively with the

media and general public in communicating information and building/maintaining effective professional connections is highly desirable.

- Basic knowledge of institutional mandates, policies and guidelines related to humanitarian affairs.
- Knowledge of the institutions of the UN system is an asset.
- Experience working in a complex environment such as the Horn of Africa and/or in an integrated UN mission environment.

Core competences:

- Ethics & Values
- Working in Teams
- Communicating Information & Ideas
- Self-management & Emotional intelligence
- Decision making

Functional competences:

- Professionalism – Theoretical background and good understanding of approaches, tools and methodologies related to planning, executing and monitoring public information and advocacy campaigns; good communications research and analytical skills; understanding of UN and humanitarian system and of related current events and policies. . Ability to diplomatically handle sensitive situations with target audiences and cultivate productive relationships. Knowledge of relevant internal policies and business activities. Meets deadlines. Is motivated by professional rather than personal concerns; shows persistence when faced with difficult problems or challenges; remains calm in stressful situations. Takes responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work.
- Communication – Speaks and writes clearly and effectively; listens to others, correctly interprets messages from others and responds appropriately; asks questions to clarify, and exhibits interest in having two-way communication; tailors language, tone, style and format to match audience; demonstrates openness in sharing information and keeping people informed.
- Planning & Organization – Develops clear goals that are consistent with agreed strategies; identifies priority activities and assignments; adjusts priorities as required; allocates appropriate amount of time and resources for completing work; foresees risks and allows for contingencies when planning; monitors and adjusts plans and actions as necessary; uses time efficiently.
- Technology Awareness – Keeps abreast of available technology; understands applicability and limitation of technology to the work of the office; actively seeks to apply technology to appropriate tasks; shows willingness to learn new technology.
- Teamwork – Works collaboratively with colleagues to achieve organizational goals; solicits input by genuinely valuing others' ideas and expertise; is willing to learn from others; places team agenda before personal agenda; supports and acts in accordance with final group decision, even when such decisions may not entirely reflect own position; shares credit for team accomplishments and accepts joint responsibility for team shortcomings. Ability to establish and maintain effective working relations in a multicultural, multiethnic environment with sensitivity and respect for diversity.

V. Training and Learning:

As part of the UNDP JPO programme overall framework, the JPO will benefit from the following training and learning opportunities:

- Participation in a two-week long Programme Policy and Operations Induction Course in New York within the first 3 to 6 months of assignment
- Use of yearly JPO duty-related travel and training allocation (DTTA)
- Other training and learning opportunities

In addition, the JPO will benefit from the following specific training and learning modalities/opportunities in the receiving office:

The JPO will be invited to avail him or herself as training opportunities come up.

VI. Background Information:

Information on the receiving office:

Somalia provides a unique challenge in aid coordination. It requires a complex mix of humanitarian, relief, recovery, and development interventions in a deeply insecure and unpredictable operating environment. The combined knowledge and experience of the UN is required to tackle the multi-dimensional causes of poverty and insecurity in Somalia. To realize the synergies across all agencies, a strong planning and coordination capacity is required. An integrated approach will increase the impact of the UN and reduce the transaction costs on the national authorities and other key stakeholders.

UN communication needs to reflect these new circumstances and to address the complexity and multi-layered nature of the UN's role in Somalia. Communication is important not just to make it possible to work effectively but also to generate the funds needed to address a massive and still expanding humanitarian crisis, recovery and development needs. The coherence between the UN's political, development and humanitarian work has to be factored into the communication strategy. In particular, the UN communication strategy needs to address the issue of expectations: what the UN can deliver and what is reasonable to expect the UN to deliver.

The Resident Coordinator's Office (RCO) is a small team of international and national coordination specialists. It supports the Resident Coordinator and UN Country Team to increase the effectiveness of the UN's programmes in Somalia by encouraging greater coherence, strategic analysis and planning. The RCO, which is headed by a senior strategic planner, has two field offices, one in Hargeisa and one in Garowe, which play a convening role and coordinate the activities of the UN agencies in Somaliland and Puntland. The RCO for Somalia was created in December 2006 to support the UN Country Team's strategic planning with a specific emphasis on developing a coherent UN-wide framework for recovery and development.

The United Nations Country Team (UNCT) has a joint communications strategy that has been developed that aims to address existing perceptions about the UN's work in Somalia and to improve its profile. The main objective of this strategy is to bring coherence to UN internal and external communications in order to positively influence or improve perceptions of the UN in Somalia and its work (humanitarian, political and development); to support the promotion of an enabling environment for the work of the UN; reassert impartiality; improve credibility; to improve understanding of the UN's work and its transparency. The JPO will support the Head of UNCT Communications to implement the UNCT communications strategy and other public information projects.

Family / Non-family Duty Station:
Family Duty Station

Living conditions at the Duty Station:

The duty station is Nairobi, Kenya. Kenya enjoys a tropical climate; it is hot and humid at the coast, temperate inland and very dry in the north and northeast parts of the country. There are different types of accommodation in Nairobi from furnished apartments, to apartments and stand-alone houses and costs vary depending on location, type and individual wishes.

Transport options include Matatu (mini-bus public transport), taxi and personal vehicle which most staff end up acquiring during the course of the assignment. Schools, hospitals and other amenities such as access to goods, cultural events and social spaces are plentiful. There are two main cell phone networks, namely Safaricom and Airtel, and both have good coverage country-wide. Internet is also easily accessible either through external modems or VSAT systems (often in office premises or internet cafes). Security is sometimes an issue in Nairobi so housing must meet MORSS standards and appropriate care taken when moving about the city.

The assignment will require occasional travel to accessible areas inside Somalia. While on mission to Somalia, the JPO will be accommodated at UN guesthouses that have been cleared by UNDSS and will travel there on UN flights or on UN-approved airlines. In both Kenya or Somalia, the incumbent will be subject to the overall direction and guidance of the UN Designated Official (DO) for security who is the SRSG. The JPO will be incorporated into all applicable security protocols and will be required to strictly adhere to the guidelines, security plans and other directives issued by the DO.