

## UN VOLUNTEER DESCRIPTION OF ASSIGNMENT

### AFGR001561--Communication and Knowledge Management Officer

The United Nations Volunteers (UNV) programme is the UN organization that promotes volunteerism to support peace and development worldwide. Volunteerism can transform the pace and nature of development and it benefits both society at large and the individual volunteer. UNV contributes to peace and development by advocating for volunteerism globally, encouraging partners to integrate volunteerism into development programming, and mobilizing volunteers. In most cultures volunteerism is deeply embedded in long-established, ancient traditions of sharing and support within the communities. In this context, UN Volunteers take part in various forms of volunteerism and play a role in development and peace together with co-workers, host agencies and local communities. In all assignments, UN Volunteers promote volunteerism through their action and conduct. Engaging in volunteer activity can effectively and positively enrich their understanding of local and social realities, as well as create a bridge between themselves and the people in their host community. This will make the time they spend as UN Volunteers even more rewarding and productive.

## General Information

<b>Country of Assignment</b>	Afghanistan
<b>Host Institute</b>	Resident Coordinator Office
<b>Volunteer Category</b>	National Specialist
<b>Number of Volunteer</b>	1
<b>Duration</b>	12 months
<b>Possibility of Extension</b>	Yes
<b>Expected Starting Date</b>	Immediate
<b>Duty Station</b>	Kabul [AFG]
<b>Assignment Place</b>	Non-Family Duty station

#### Assignment Place Remark

Knowledge Management is a central component of the Spotlight Initiative in Afghanistan. The objectives of the Knowledge Management Strategy will be: 1) to increase awareness and understanding of the SI's implementation and impact in Afghanistan; (2) to communicate and share good practices and lessons that emerge through the implementation of the SI interventions (3) to generate local, context-specific knowledge on 'what works' and 'what does not work' to be shared on regional and global virtual knowledge platforms and (4) to strengthen women's rights groups', civil society groups', and government's capacity to generate, disseminate and use EVAWG knowledge.

As such, the Communications and Knowledge Management Officer (CKMO) will be responsible for leading and managing the following activities in keeping with the Knowledge Management Framework to be developed.

#### Living Conditions

As this is a national UN Volunteer assignment, the UN Volunteer will be responsible for arranging his/her own housing and other living

essentials. The position is based in Kabul with travels to provinces only if required.

# Assignment Details

## Assignment Title

Communication and Knowledge Management Officer

## Organizational Context & Project Description

The UN Resident Coordinator's Office (RCO) is responsible for providing overarching coordination and support to the implementation of the Afghanistan Spotlight Initiative, supporting the UN Resident Coordinator (RC), who has the final decision-making authority within the UN and is responsible for the overall strategic direction and oversight of the SI Country Programme, including its planning, implementation, communication, monitoring and review, as well as facilitation of collaboration amongst all stakeholders. As such, the RC is accountable to the UN Deputy Secretary-General for the overall design, set-up, implementation and reporting on the Country Programme, including ensuring national ownership at the highest level, sustainability of results, complementing resource mobilization and broad engagement with relevant partners and stakeholders.

Therefore, the RCO is responsible for overall coordination of the Spotlight initiative in Afghanistan, including coordination and follow up on programme planning, delivery, monitoring, evaluation, reporting and communications. The RCO supports the oversight function of the RC and provides secretariat support to the Country Programme Steering Committee and the CS-NRG. Interactions and communications with the EOSG, Spotlight Initiative Secretariat, Government, EU Delegation, development partners and the CS-NRG are – in principle – streamlined through the RCO. As such, the RCO will be strengthened with a national Senior Coordinator, a national UNV Communications and Knowledge Management Officer, and an International UNV Monitoring, Evaluation and Reporting Officer.

This post reports directly to the Senior Coordinator, with overall guidance from the Head/RCO.

## Sustainable Development Goals

5. Gender Equality

## Task description

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As such, the Communications and Knowledge Management Officer (CKMO) will be responsible for leading and managing the following activities in keeping with the Knowledge Management Framework to be developed:

- **Knowledge capture:** Collate the evidence-base on Spotlight Pillars from existing national and global resources and conduct a situation analysis to improve understanding of EVAWG in the country
- **Address knowledge gaps:** Support the design of activities to specifically meet identified knowledge gaps
- **Monitoring and Evaluation lessons learned:** Working with the M&E and Reporting Advisor, strategize how to identify and share innovative, context-specific monitoring and evaluation strategies of all Spotlight activities to determine 'what works' and 'what does not work'. This knowledge will be shared on regional and global knowledge platforms to encourage peer support, collaborative problem-solving and strategizing, and the sharing of tools and other resources.
- **Dissemination and Public Engagement:** In coordination with the Senior Coordination Officer and the RCO's Communications and Advocacy Officer, communicate and share good practices and lessons that emerge through the implementation of the SI interventions and establish participatory mechanisms with multiple stakeholders to continually assess and discuss what works and what does not.
- **Build Knowledge Management Capacities:** As requested, conduct national and/or regional knowledge exchange workshops on particular topics/practice to strengthen institutional capacity to generate disseminate and use knowledge products.

S/He will ensure that the outputs from M&E are translated into knowledge that informs programme implementation and reporting, and that KM activities are closely aligned with the SI Communication and Visibility Strategy.

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The United Nations Volunteers (UNV) programme is administered by the United Nations Development Programme (UNDP).

A baseline survey will be conducted under this joint program by the RUNOs. Portfolio reviews for this program involving donors, community beneficiaries will be conducted to ensure that RUNO agencies “pause and reflect” on its implementation.

Strengthen knowledge management by tracking the implementation of this programme and disseminate advocacy messages and good practices.

Produce knowledge products and ensure that products (such as the baseline reports, mid-term reviews, etc.), are disseminated through various levels and platforms.

Develop a Knowledge Management Strategy, focusing on (i) identifying knowledge gaps by assessing and undertaking a mapping of existing knowledge management activities, guidelines and tools within the RCO and the RUNOs; (ii) expanding flow of knowledge and information on Spotlight; (iii) contributing to and sharing best practices and knowledge; (iv) effectively communicating and liaising with all RUNO agencies to integrate knowledge management in their systems and processes; and (v) ensuring a constant and consistent flow of information gathered on the quality of the SI including human interest/life changing stories.

S/He will work closely with the RCO’s Communication and Advocacy Officer and Monitoring, Evaluation and Reporting Officer, to build the data processes and generate information on the SI and its linkage to other ongoing UN initiatives in Afghanistan. S/He will also work closely with the Communications/Knowledge Management focal points within the RUNOs to ensure cohesive messaging and data exchange.

S/He will be assigned to the RCO, reporting directly to the Senior Coordination Officer, and the overall guidance of the Head/RCO.

- With the Communications Officers in the RCO and RUNOs, create, promote and maintain public information campaigns on the SI.
- Provide content management support on SI (*consistency of materials, translations etc.*) to the RCO Communications and Advocacy Officer (CAO) for the One UN website ensuring accuracy of information prior to posting, making sure that relevant information is clearly presented, relevant and continuously updated.
- Manage social media under the guidance of the CAO in line with corporate web and social media policy; monitor the effectiveness of social media.
- Prepare translations of documents in Dari/Pashto as requested.
- Ensure clear, coherent and consistent communication about the role, strategic focus and activities of the RUNOs in the SI.
- Produce well written/quality materials that enhance external and internal communication

Furthermore, UN Volunteers are required to:- Strengthen their knowledge and understanding of the concept of volunteerism by reading relevant UNV and external publications and take active part in UNV activities (for instance in events that mark International Volunteer Day)- Be acquainted with and build on traditional and/or local forms of volunteerism in the host country- Provide annual and end of assignment reports on UN Volunteer actions, results and opportunities using UNV’s Volunteer Reporting Application- Contribute articles/write-ups on field experiences and submit them for UNV publications/websites, newsletters, press releases, etc.- Assist with the UNV Buddy Programme for newly-arrived UN Volunteers- Promote or advise local groups in the use of online volunteering, or encourage relevant local individuals and organizations to use the UNV Online Volunteering service whenever technically possible.

### Results/Expected Outputs

- The key results have an impact on the overall outreach of the UN’s engagement in Afghanistan and the regular exchange of information between UN AFPs is shown in coherent and relevant communication products.
- Effective social media platforms with good/regular traffic, increased interaction/engagement with audiences.
- The development of capacity through coaching, mentoring and formal on-the-job training, when working with national staff or (non-) governmental counterparts, including Implementing Partners;
- Gender perspective is systematically applied, integrated and documented in all activities throughout the assignment
- A final statement of achievements towards volunteerism for peace and development during the assignment, such as reporting on the number of volunteers mobilized, activities participated in and capacities developed
- The development of capacity through coaching, mentoring and formal on-the-job training, when working with (including supervising) national staff or (non-) governmental counter-parts, including Implementing Partners (IPs); • Age, Gender and Diversity (AGD) perspective is systematically applied, integrated and documented in all activities throughout the assignment • A final statement of achievements towards volunteerism for peace and development dur-ing the assignment, such as reporting on the number of volunteers mobilized, activities participated in and capacities developed

# Qualifications/Requirements

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**Required Degree Level** Master degree or equivalent

## Education - Additional Comments

Advanced university degree (Masters or equivalent) preferred in Communications, Media, Journalism, Literature, Arts, Social Sciences, Humanities, Social Science or related field; or a Bachelor's degree in the above fields with additional two years of relevant experience.

**Required experience** 60 months

## Experience Remark

- At least 5 years of progressively responsible experience in related areas, with at least 2 years of experience in designing, implementing, supporting and advising in public outreach and communication strategies is required.
- Experience in the usage of media technology, social media for public information, and good knowledge and experience in handling of web-based management systems is required.
- Professional experience in external relations and/or as a journalist an asset.
- Experience at the national or international level in public relations, communications or advocacy an asset;
- Knowledge of development and humanitarian processes and the interests of stakeholders in supporting the process (including media and CSO sectors) desirable;
- Leadership qualities, including the ability to motivate others, involve all members of a team, inspire a sense of ownership and responsibility among staff, and elicit consistently high-quality output;
- Ability to meet challenges, constructively and creatively;
- Time management and organizational skills, with the ability to undertake multiple tasks.
- Fluent oral and written English is required;
- Fluent oral and written Pashto and/or Dari languages required
- Experience in the usage of computers and office software packages (MS Word, Excel, Access etc.) required, with desktop publishing experience highly desirable;
- Videography, photography skills highly desirable;
- Ability to work in a multi-cultural environment with sound understanding and capability to empower and develop the capacity of national counterparts;
- Excellent interpersonal skills.
- Willingness to travel as required.

## Language

- English (Mandatory) , Level - Working Knowledge

## Area of Expertise

- Other communications related experience Mandatory

## Area of Expertise Requirement

- At least 5 years of progressively responsible experience in related areas, with at least 2 years of experience in designing, implementing, supporting and advising in public outreach and communication strategies is required.
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**Need Driving Licence**

No

**Competencies & Values**

- Accountability
- Adaptability and Flexibility
- Building Trust
- Commitment and Motivation
- Commitment to Continuous Learning
- Empowering Others
- Ethics and Values
- Integrity
- Knowledge Sharing
- Planning and Organizing
- Professionalism
- Respect for Diversity
- Technological Awareness

## Conditions of Service and other information

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**Condition of Service**[Click here to view Conditions of Service](#)**Conditions of Service:**

Note on novel coronavirus – COVID-19.

The rapidly changing nature of novel coronavirus COVID-19 has placed significant and increasing restrictions on the freedom of movement of people, even within countries. Such restrictions may affect the ability national UN Volunteers to begin their assignments at their assigned

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duty station or limit the ability to enter UN premises. Thus, UNV cannot guarantee assignments will proceed as normal.

Candidates for national UN Volunteer assignments requiring travel to the duty station may be exceptionally granted during this period alternative working arrangements to work from their place of recruitment until restrictions are lifted. Candidates for national UN Volunteer assignments may also need to begin their assignments remotely in cases where access to UN premises is restricted. These are decisions at the discretion of the host entity. Candidates proceeding to interview are recommended to discuss travel requirements, any restrictions, and possible alternative arrangements with the host entity. If selected, candidates should carefully consider the circumstances before accepting UNV's offer.

The contract lasts for the period indicated above with possibility of extensions subject to availability of funding, operational necessity and satisfactory performance. However, there is no expectation of renewal of the assignment.

Travel to duty station (if applicable) and a Settling-In-Grant will be provided in the event the duty station is not within commuting distance from the place of recruitment. The applicable Volunteer Living Allowance is provided monthly to cover housing, utilities and normal cost of living expenses. Life, health and permanent disability insurance are included (health insurance for up to 3 dependents), as well as final repatriation (if applicable) and resettlement allowance for satisfactory service.

Furthermore, in non-family duty stations that belong to hardship categories D or E, as classified by the ICSC, a Well-Being Differential (WBD) on a monthly basis will be provided.

For UN Volunteer entitlements, kindly refer to the link <https://vmam.unv.org/calculator/entitlements>

### **Supervision, induction and duty of care of UN Volunteers** ([Roles and Responsibilities of Host Entities](#))

UN Volunteers should be provided equal duty of care as extended to all host entity personnel. Host entity support to the UN Volunteer includes, but is not limited to:

- Introductory briefings about the organisation and office-related context including security, emergency procedures, good cultural practice and orientation to the local environment;
- Support with arrival administration and official processes;
- Structured guidance, mentoring and coaching by a supervisor including a clear workplan and performance appraisal;
- Access to office space, equipment, IT support and any other systems and tools required to complete the objectives of the assignment including a host entity email address;
- Access to shared host entity corporate knowledge, training and learning;
- Any necessary security measures, ensuring that UN Volunteers are covered by the United Nations Security Management System (UNSMS) in line with the UNDSS Security Policy Manual;
- Leave management;
- DSA for official travel, when applicable;
- All changes in the Description of Assignment occurring between recruitment and arrival or during the assignment need to be formalized with the United Nations Volunteer Programme.

- Investigate misconduct: sharing reports with the UNV;

- Provide emergency assistance, e.g. the death of volunteer or medical evacuation, in collaboration with UNV. Accept letters of guarantees or potential liabilities for covering medical costs not claimable under medical insurance in extraordinary situations (e.g. isolation facilities` services during pandemics).

**Application Code** AFGR001561-8296

#### Application procedure

**doa.apply\_url** <https://vmam.unv.org/candidate/show-doa/QUZHUjAwMTU2MQ==>

#### Disclaimer

*United Nations Volunteers is an equal opportunity programme which welcomes applications from qualified professionals. We are committed to achieving diversity in terms of gender, nationality and culture.*