UN VOLUNTEER DESCRIPTION OF ASSIGNMENT

ERIR000269--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

<table>
<thead>
<tr>
<th>Country of Assignment</th>
<th>Eritrea</th>
</tr>
</thead>
<tbody>
<tr>
<td>Host Institute</td>
<td>United Nations Development Programme</td>
</tr>
<tr>
<td>Volunteer Category</td>
<td>International Specialist</td>
</tr>
<tr>
<td>Number of Volunteer</td>
<td>1</td>
</tr>
<tr>
<td>Duration</td>
<td>12 months</td>
</tr>
<tr>
<td>Expected Starting Date</td>
<td>Immediate</td>
</tr>
<tr>
<td>Duty Station</td>
<td>Asmara [ERI]</td>
</tr>
<tr>
<td>Assignment Place</td>
<td>Family Duty Station</td>
</tr>
</tbody>
</table>

Living Conditions

Eritrea is a family D Duty station. The capital, Asmara, and in general the country are safe with very low crime rate. Good quality accommodations are available in the capital. The available accommodation usually are furnished, standard type houses and basic apartments located in an apartment complex. The houses are standard two to four bedrooms with basic toilet/bathrooms (one to two per house) as well as kitchens with kitchen appliances. Good hotel facilities are available. Restaurants with Italian, Asian and local traditional food are also common.

There is a small diplomatic duty-free shop in town where one can buy electric appliances, alcoholic beverages and some basic food stuff; payments have to be either in checks or in USD cash. Some expatriates also organize food imports from time to time.
Assignment Details

Assignment Title
Communication and Knowledge Management Officer

Organizational Context & Project Description

Under the guidance and direct supervision of the Deputy Resident Representative, the Communications and Knowledge Management Officer implements the corporate communications strategy, designs, manages and facilitates the implementation of the ministry of information communications and publication strategies with a view to influence the development agenda, to promote public and media outreach. The Communications and Knowledge Management Officer will support the implementation of the ministry and lead the knowledge management thereof in the country. S/he will ensure that results are tracked and documented; and that both internal and external reports capture the actual changes that are happening as a result of UNDP initiatives. The position holder works in close collaboration with programme teams in the Office, as well as relevant HQs units, and other partners including UN Agencies, Government officials to successfully deliver services.

Communications and knowledge Management unit implements the corporate communications strategy, designs, manages and facilitates the implementation of the Country Office communications and publication strategies with a view to influence the development agenda, to promote public and media outreach and to mobilize political and financial support for UNDP. The unit also will support the implementation of the country programme and lead the knowledge management thereof in the country.

Sustainable Development Goals
17. Partnerships For the Goals

Task description

Under the direct supervision of Deputy Resident Representative, the UN Volunteer will undertake the following tasks:

1. Advise MOI Departments in communication and media related affairs
   - Strategize all communication and media requirements for MOI;
   - Advise MOI Departments on communication, media and current affairs;
   - Work in close collaboration with MINISTER and senior MOI team to develop communication and media strategy; and,
   - Identify suitable interventions to enhance communication, media and advocacy

2. Advise Communication & Media Managers and Media Research experts to develop and implement news media strategy/policy
   - Planning and elaboration of communication and media needs for MOI;
- Elaboration of MOI communications and media strategy;
- Identification and development of storylines for media;
- Assist in coordination and management of all MOI media activities, including content management, norms for publishing;
- Fulfil periodic reporting requirements to MINISTER and MOI Departments

3. Compile and document the best practices and lessons learnt:
- Consolidate and document the best practices of Eritrea in national development, diplomacy etc; and,
- Prepare effective and efficient communications strategy/ guidelines.

4. Undertake systematic capacity development of teams at the central and field levels for improved reporting quality:
- **Train the staff in:**
  - technical writing of successful stories from the fields;
  - Conducting an interview
  - Copy editing
  - News writing
  - Feature writing/story writing
  - Effective usage of social media platforms
  - TV program production
  - Script writing and editing
  - Preparing blue print for TV programs
  - Data management and interpreting

- **Support the capacity building of staff on documentation and communications; and,**
- **Provide training to staff on effective communications and knowledge management.**

5. Ensure effective planning and implementation of communication, advocacy and knowledge management, including development of specific communication products
- Support in managing MOI website content and make regular updates;
- News writing and editing news and other linked social media platforms
- Effective packaging and delivering of news and programs for ERI-TV English program
- Script Editing and copy-editing Articles and news reports for Eritrea Profile Newspaper
- Develop and implement effective information dissemination strategies on principles, process and achievements of MOI

6. Work closely with Communication and Media Managers and Media Research Experts to ensure effective communication of the MOI activities to the relevant parties:
- Assist for any MOI related communication to external parties;
7. Knowledge management and sharing

- Lead the documentation of lessons learned in different formats for internal and/or external consumption; and,
- Support in planning and coordinating the dissemination of MOI knowledge management products and another relevant project information.
- Reflect on the type and quality of voluntary action that they are undertaking, including participation in ongoing reflection activities;
- 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.

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 creation of effective communications and dissemination of information on Communication and Media Strategy and guidelines for MOI developed.
- Training programmes developed and conducted.
- Articles on various issue edited and developed.
- Best practices and success stories of the State of Eritrea works documented.
• Story lines for media developed and MOI relationship with media strengthened

• Trainings on impact story writing, communication, documentation, knowledge management etc conducted at national and sub-national levels

• MOI website updated, and contents managed

• Knowledge products developed

• Media and press release developed

• The development of capacity through coaching, mentoring and formal on-the-job training, when working with (including supervising) national staff or (non-) governmental counterparts, 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 during the assignment, such as reporting on the number of volunteers mobilized, activities participated in and capacities developed

Qualifications/Requirements

<table>
<thead>
<tr>
<th>Required Degree Level</th>
<th>Master degree or equivalent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Education - Additional Comments</td>
<td>Master’s Degree in development communications, social marketing, journalism, media, or other related field</td>
</tr>
<tr>
<td>Required experience</td>
<td>60 months</td>
</tr>
<tr>
<td>Experience Remark</td>
<td>5 years of relevant experience at the national or international level in public relations, communications or advocacy. Previous experience with a multilateral or international organization is helpful but not mandatory. Experience in the usage of computers and office software packages, good knowledge and experience in handling of web-based management systems.</td>
</tr>
</tbody>
</table>

Language

• English (Mandatory), Level - Fluent

Area of Expertise

• Public information and reporting Mandatory

• Knowledge management, archiving and documentation Mandatory

• Journalism, mass media and broadcasting Mandatory

Area of Expertise Requirement

Need Driving Licence | No
Conditions of Service and other information

Condition of Service

Conditions of Service for International Specialist:

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.

A UN Volunteer receives a Volunteer Living Allowance (VLA) which is composed of the Monthly Living Allowance (MLA) and a Family Allowance (FA) for those with dependents (maximum three).

The Volunteer Living Allowance (VLA) is paid at the end of each month to cover housing, utilities, transportation, communications and other basic needs. The VLA can be computed by applying the Post-Adjustment Multiplier (PAM) to the VLA base rate of US$ 1,631. The VLA base rate is a global rate across the world, while the PAM is duty station/country-specific and fluctuates on a monthly basis according to the cost of living. This method ensures that international UN Volunteers have comparable purchasing power at all duty stations irrespective of varying costs of living. The PAM is established by the International Civil Service Commission (ICSC) and is published at the beginning of every month on the ICSC website http://icsc.un.org.

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

In non-family duty stations that belong to hardship categories D or E, as classified by the ICSC, international UN Volunteers receive a Well-Being Differential (WBD) on a monthly basis.

Furthermore, UN Volunteers are provided a settling-in-grant (SIG) at the start of the assignment (if the volunteer did not reside in the duty station for at least 6 months prior to taking up the assignment) and in...
the event of a permanent reassignment to another duty station.

UNV provides life, health, permanent disability insurances as well as assignment travel, annual leave, full integration in the UN security framework (including residential security reimbursements).

UN Volunteers are paid Daily Subsistence Allowance at the UN rate for official travels, flight tickets for periodic home visit and for the final repatriation travel (if applicable). Resettlement allowance is paid for satisfactory service at the end of the assignment.

UNV will provide, together with the offer of assignment, a copy of the Conditions of Service, including Code of conduct, to the successful candidate.

**Supervision, induction and duty of care of UN Volunteers**

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 including setting-up of bank accounts, residence permit applications and completion of other official processes as required by the host government or host entity;

- 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;

- Inclusion of the volunteer in emergency procedures such as evacuations;

- 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.

Application Code  ERIR000269-5802

Application procedure

* Not yet registered in the UNV Talent Pool?
Please first register your profile at https://vmam.unv.org/candidate/signup. Important: After creating your account, complete all sections of your profile and submit it. Then go to 'My Page' at https://vmam.unv.org/candidate/mypage and click on the 'Special Calls' hyperlink. Lastly, select the special call to which you would like to apply.

* Already registered in the UNV Talent Pool?
Please first update your profile at https://vmam.unv.org/candidate/profile. Then go to 'My Page' at https://vmam.unv.org/candidate/mypage and click on the 'Special Calls' hyperlink to select the special call to which you would like to apply.

Application deadline: 28 November 2019

doa.apply_url  https://vmam.unv.org//candidate/show-doa/RVJJUjAwMDI2OQ==

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.