

COMMUNICATIONS OFFICER

(Reference: 23/SYR/CO01)

BACKGROUND ON IMPACT AND REACH

REACH was born in 2010 as a joint initiative of two International NGOs (IMPACT Initiatives and ACTED) and the United Nations Operational Satellite Applications Programme (UNOSAT). REACH's purpose is to promote and facilitate the development of information products that enhance the humanitarian community's decision making and planning capacity for emergency, reconstruction and development contexts. REACH facilitates information management for aid actors through three complementary services: (a) need and situation assessments facilitated by REACH teams; (b) situation analysis using satellite imagery; (c) provision of related database and (web)-mapping facilities and expertise.

IMPACT Initiatives is a humanitarian NGO, based in Geneva, Switzerland. The organisation manages several initiatives, including the REACH Initiative. The IMPACT team comprises specialists in data collection, management and analysis and GIS. IMPACT was launched at the initiative of ACTED, an international NGO whose headquarter is based in Paris and is present in thirty countries. The two organizations have a strong complementarity formalized in a global partnership, enabling IMPACT to benefit from ACTED's operational support on its fields of intervention.

We are currently looking for a Communications Officer to support our activities for the Syria mission.

Department: REACH
Position: Communications Officer
Contract duration: 12 months
Location: Amman
Starting Date: ASAP

COUNTRY PROFILE

After more than a decade of conflict, conditions in Syria remain volatile and marked by violence and socioeconomic deterioration. The scale, complexity, and severity of humanitarian needs in Syria extends the necessity for up to date, timely, and accurate information. Evidence-based planning and programming remains paramount to ensure that the response adequately meets the needs of the most vulnerable people and is tailored to different realities across communities and over time. REACH has been conducting assessments on the humanitarian situation in Syria since 2013 and has since grown significantly as an actor in the response. Broadly speaking, REACH Syria facilitates a humanitarian evidence base via four key research streams:

- Monitoring of the humanitarian situation in Syria, including joint market monitoring to track prices of goods as per the survival minimum expenditure basket (SMEB);
- Displacement tracking, through tracking the movement of IDPs and returnees;
- Remote sensing activities, including market functionality, flood hazard assessments, etc;
- Technical support to clusters, including thematic assessments and capacity building

FUNCTIONS

The Communications Officer will report to the Country Coordinator and assist with a wide variety of tasks related to the overall communications of Syria mission. This role will work at the country level, but in coordination with the “Translating Data to Action” Community of Practice at the global IMPACT level. REACH Syria is seeking to strengthen and innovate existing external communications tools, approaches, and content, with the ultimate aim of enhancing the reach and impact of our research programmes. In doing so, we seek to improve how aid actors integrate data and evidence into their planning, programme implementation, and strategic decision-making processes.

RESPONSIBILITIES

Under the management of the Country Coordinator (CC), the Communications Officer will:

1. External Communications and Dissemination

- Support the definition and implementation of the dissemination and communication strategy for the country, considering key events, research cycle or partners’ timeline –thanks to the advocacy planning matrix and calendar tools (supporting implementing and maintaining these tools)
- Under the supervision of the Country Coordinator, ensure external communications with partners and key stakeholders including relevant UN agencies, local and national government, and NGOs.
- Support the research teams in developing impactful and relevant content for the outputs of the research depending on the objective and the audience (report, brief...) and in designing their specific dissemination strategy.
- Under the direction of the Country Coordinator, engage in the dissemination of research products (including through articles, IMPACT social media contents, targeted e-mails, presentations, meetings, etc...) in line with IMPACT Dissemination and External Communication Guidelines and Research ToRs
- In accordance with IMPACT HQ Research Department policies, ensure that research products are uploaded in relevant data portals, as specified in Research ToRs
- Development of strategic partnerships with key humanitarian stakeholders and decision makers

2. Internal Communications

- Communications and consultation with Senior Management Team members, including sharing relevant information and ensuring efficient and productive links with ACTED
- Organisation of meetings / workshops

3. Monitoring and Evaluation

- Contribute to country team learning processes through supporting:
- In the purpose of continuous improvement, regular evaluation of the success of the dissemination and communications activities and implement improvements if needed
- Internal monitoring and evaluation of activities at global and country level, including revision of M&E tools and plans with an emphasis on communications channels and inputs

4. Capacity Building

- Training based on global standards and tools (e.g., train country staff using globally developed or validated resources such as templates, design...)

5. Other responsibilities as required

REQUIREMENTS

- Excellent academic qualifications, preferably including a master's degree in a relevant discipline such as communications, journalism, or marketing
- At least 2 years of relevant work experience in a communications or advocacy role
- Exposure to the humanitarian or development sectors, including field-based roles or deployments
 - Preferably, direct experience in a communications, advocacy, or external engagement role within the humanitarian or development sectors
 - Experience communicating on/disseminating research products or findings an asset
 - Experience in project management or innovation an asset
 - Prior knowledge of the Syrian context an asset
- Solid understanding of writing fundamentals and demonstrated experience in producing clear, concise, and persuasive written content
- Demonstrated experience working with communications technology, digital communications tools, and social media platforms
 - Adobe Creative Suite, WordPress an asset
 - Video / Photography an asset
- Fluency in English (oral and written)
 - Fluency in a second language, in particular written/oral Arabic, is an asset
- Ability to work independently, with initiative, while taking a proactive, solutions-oriented approach
- Ability to function effectively within a team in dynamic, multi-cultural settings
- Attention to detail and commitment to producing high quality work
- Openness to feedback and willingness to learn
- Ability to manage time effectively

CONDITIONS

- ❖ Salary defined by the IMPACT salary grid; educational level, expertise, hardship, security, and performance are considered for pay bonus
- ❖ Additional monthly living allowance provided in country by IMPACT's partner ACTED
- ❖ Food and lodging provided at the organisation's guesthouse/or housing allowance (depending on contract length and country of assignment)
- ❖ Transportation costs covered, including additional return ticket + luggage allowance
- ❖ Provision of medical, life, and repatriation insurance + retirement package