

TERMS OF REFERENCE

Digital Assistant

Project Title:	UNHCR Events, Campaigns and Goodwill Ambassadors
Organisation:	UNHCR
Job Title:	Digital Assistant
Level:	ICA 2
Duty Station:	Geneva, Switzerland
Duration:	01 January 2016 to 31 December 2016
Contract Type:	UNOPS
Closing date:	13 December 2015

Background Information:

The Events, Campaigns and Goodwill Ambassadors Section sits within the Division of External Relations (DER) of UNHCR. The Section manages global external outreach activities which include media and advocacy campaigns, the Goodwill Ambassador programme, and special events such as the Nansen Refugee Award, World Refugee Day, and The #IBelong Campaign to End Statelessness.

Digital communications are central to the Section's work. All three areas of focus have their own specific web presence and digital identity including individual websites that require regular technical support, maintenance and ongoing development. In addition, the Section produces numerous videos, photo stories and social media macros that require uploading, storing and sending out to our offices in order that UNHCR staff around the world can promote our campaigns at key moments.

This position will provide standardised digital support across the section and is vital to maintaining and growing the Section's digital engagement. As the profile of UNHCR's events and campaigns grows, this position will be central to maintaining quality digital communications.

Responsibilities:

Under the direction of the Public Relations Officer, Campaigns and Goodwill Ambassadors' Section of the Division of External Relations, the incumbent is to undertake the following responsibilities:

- 1) Manage the digital operation of all the Section's activities. Maintain, update and take part in the development of websites showcasing the team's work using WordPress and/or other website content management systems (CMS).
- 2) Take responsibility for managing the content on these websites, including newstories, photos galleries and videos.
- 3) Build and develop the team's communications with UNHCR colleagues by building emails using the digital platform, 'Exact Target'.
- 4) Assist in organizing and tracking photo and video missions. Digitally store the content so it can be used for external promotion in traditional media and social media.

- 5) Develop Social Media Macros to promote the Section's content on website and social media platforms.
- 6) Provide administrative support for the team particularly around contracting and payment for services. Where appropriate manage the budget for photo and video missions.
- 7) Provide other support as needed to day-to-day activities of Events, Campaigns and Goodwill Ambassadors' Section for the Statelessness Campaign.

Qualifications and Experience

Education

University Bachelor's degree.

Work Experience

At least three years of relevant work experience in digital content production for not-for-profit organisations.

Key Competencies

- Demonstrated ability to manage and edit digital communications including maintaining a campaign website using WordPress, CSS and/or other website content management system.
- Knowledge of Photoshop and experience of creating social media macros.
- Knowledge of google analytics and advanced EXCEL skills in order to create reports based on website and social media tracking data.
- Excellent organisational and co-ordination skills including the ability to store, catalogue and effectively provide digital story-telling materials to UNHCR colleagues and media.
- Proven/demonstrated ability to work against very tight deadlines/under pressure and proven multi-tasking skills.
- Experience working for an international humanitarian organization.
- Ability to work in an international environment with a diverse team.
- Fluency in written and spoken English is required.
- Ability to speak in French is an asset.

Location:

The Digital Assistant will be based in Geneva, Switzerland.

To Apply:

Interested applicants should submit their letter of motivation and P11/Curriculum Vitae to Caroline Charmaine Torres torresca@unhcr.org. The deadline for applications is Sunday, 13 December 2015 23:59pm CET.

Only candidates shortlisted for interview will be contacted directly. Interviews will take place in January 2016.