Terms of Reference

Website Content Migration Specialist

Digital Service

Division of External Relations (DER)

UNHCR, the UN Refugee Agency, is recruiting a Website Content Migration Specialist within the Digital Service in the Division of External Relations.

UNHCR is a global organisation dedicated to saving lives, protecting rights and building a better future for refugees, forcibly displaced communities and stateless people. Every year, millions of men, women and children are forced to flee their homes to escape conflict and persecution. We are in over 125 countries, using our expertise to protect and care for millions.

Title: Website Content Migration Specialist
Duty Station: London, UK / home-based
Duration: as soon as possible to 31/12/2022
Contract Type: UNOPS International Specialist, Level IICA – 1 (or equivalent Local Specialist Level LICA-9)
Closing date: 15 February 2022

Organisational context

The Digital Service sits within the Division of External Relations (DER) and serves Services within DER and the wider organization. This position will work with the existing Digital Solutions team at HQ and in the regional offices to provide support for the migration of websites supporting the global Organization's communication and fundraising strategies. The Digital Solutions Unit kicked off a large-scale project to migrate a majority of existing public websites under a common Drupal foundation. This will require defining the data migration plan, migrating curated content according to the migration schedule, testing and communicating with internal stakeholders.

The position

This role is expected to increase UNHCR's capacity to deliver websites required by the multiple internal stakeholders. The incumbent will be joining the existing team of web developers to support the existing portfolio of websites.

The Digital Solutions team have the responsibility to deliver UNHCR public websites and to support and maintain the existing portfolio of websites. The role will ensure existing content is properly curated and migrated, so that migrated websites can be fully tested prior to release.

Duties and responsibilities

- Establish a data migration project plan
- Perform data cleaning, preparation, reporting, and data analysis
- Work with other stakeholders to resolve data extraction and/or loading issues
- Perform data extraction, aggregation, and quality checking from multiple sources and tables in support of trend identification, root cause analysis, and validation of the performance measures
- Completing ad-hoc projects relating to data investigations, follow-ups on analysis results, or other client requests.
- Developing, documenting, and communicating concepts and processes used within Analytics, while contributing ideas for internal improvements.
- Prepare presentations and summary reports from the analysis findings that includes illustrative tables and figures.
- Act as a first point of contact for all content-related requests made to the Digital Solutions Unit
- Work closely and collaborate with other project team members in DES including content specialists, designers, UX specialists, SEO Officers, Digital marketing officers, Project managers, web analytics specialists and web developers
- Carry out other content-related tasks as requested

Monitoring and Progress Controls

- Up-to-date data migration project plan
- Content curated and migrated in accordance with the migration project schedule
- Maintain the websites content migration technical documentation up to date
- Deliver high quality first level of support, and efficient tracking of open issues
- Maintain the Digital Solutions Knowledge base

Essential minimum qualifications and professional experience required

Education (Level and area of required and/or preferred education):

- Possess Bachelor's or Master's degree in Information Technology, Computer Science, Management of Information Systems, Communications, Social Sciences or related field (required)

Work Experience:

Required:

- Minimum of 3 years (or 2 years for masters degree holders)relevant work experience, including the migration of content to Drupal websites.
- Knowledge of websites development best practices and standards.
- Good knowledge of Drupal, including Drupal content management.
- Good understanding of SEO principles.
- Good understanding of the concepts of user experience, user interface design principles and conceptual design.
- Eye for design and attention to details.
- Demonstrated ability in providing IT or web support to internal audiences.
- Good understanding of the CI-CD concepts.
- Knowledge of websites development best practices and standards.
- Knowledge of industry-standard web development tools

Desired:

- Experience working for a UN agency or similar international humanitarian organization.
- Knowledge of code versioning tools including git/GitHub.
- Experience working for a UN agency or similar international humanitarian organization.

Key Competencies:

General

- Professionalism - Good knowledge of the field of expertise with good analytical skills, ability to understand complex problems and to deliver appropriate solutions.
- Communication – Good spoken and written communication skills, including the ability to liaise with technical staff and present information in a clear and concise style.
- Teamwork – Good interpersonal skills and ability to establish and maintain effective working relations in a multicultural, multi-ethnic environment with sensitivity and respect for diversity.
- Planning and Organizing – Ability to plan projects and activities, work to tight deadlines, and manage conflicting priorities.
- User Orientation – Ability to understand users' needs and to customize services and products accordingly, in order to provide user-friendly and ergonomic solutions that meet user requirements.

Technical

- Technological Awareness – Good knowledge in the field of web development and user experience. Good understanding of current online/digital technology (required)
- Commitment to Continuous Learning – Quick learner who is self-motivated, has a positive approach and eager to grow their capabilities. Willingness to keep abreast of new developments in the field of expertise (required)
- Strong analytical, conceptual and problem-solving abilities (required)
- Good organisational and project management skills (desired)
- Ability to prioritise and manage multiple projects simultaneously (desired)
- Strong writing skills and technological literacy and ability to use a wide range of web related applications (required)

Languages

- Fluency in English, both verbal and written (required)
- Working knowledge of French or other UN languages is an asset.

Location

The successful candidate will be based in London or home-based.

To apply

Interested applicants should submit an updated and signed United Nations Personal History Form (PHF) and a motivation letter including testimonials/degrees/certificates by 31 January 2022 to hqderrmu@unhcr.org indicating "your surname" & "Website Content Migration Specialist" in the subject of the email.

This vacancy is open both for applicants residing in the United Kingdom and for those residents of other countries. The remuneration level and the applicable entitlements and benefits may be different based on the residence of the most suitable selected candidate.

The UNHCR workforce consists of many diverse nationalities, cultures, languages and opinions. UNHCR seeks to sustain and strengthen this diversity to ensure equal opportunities as well as an inclusive working environment for its entire workforce. Applications are encouraged from all qualified candidates without distinction on grounds of race, colour, sex, national origin, age, religion, disability, sexual orientation and gender identity.

Closing date of receipt of application: 15 February 2022