

UNOPS helps its partners in the United Nations system meet the world's needs for building peace, recovering from disaster, and creating sustainable development. UNOPS is known for its ability to implement complex projects in all types of environments around the globe. In an effort to promote organizational excellence, UNOPS seeks highly qualified individuals for the following position:

Vacancy Details

Vacancy code:	VA/2015/B5109/8121
Post Title:	Communications Manager
Post Level:	L-ICA 9
Org Unit:	AEMO/RSOC/European PROGRES
Duty Station (DS):	Belgrade/Serbia
Duration:	1 year with possibility of extension
Closing Date:	9 August 2015

1. Project(s) Background

European PROGRES is a multi-donor Programme, financed by the European Union (EU), the Government of Switzerland and the Government of Serbia, designed to support sustainable development in the South East and South West Serbia. The Programme has been conceptualised jointly with the European Integration Office of the Government of the Republic of Serbia (SEIO), which has responsibility for monitoring implementation and providing assistance and facilitation. The United Nations Office for Project Services (UNOPS) has been granted with an initial budget of 17.46 million Euros and has the overall responsibility for the Programme implementation.

Through a multi-sector approach this Programme will contribute to sustainable development of underdeveloped areas and creation of more favourable environment for infrastructure and business growth by strengthening local governance, improving vertical coordination, planning and management capacities, improving business environment and development, as well as enhancing implementation of social inclusion and employment policies.

The Programme works towards achieving four main results, while good governance principles are interwoven as a cross cutting aspect of the entire intervention:

1. Strengthened local governance, planning and management capacities through introduction of new, or improvement/elimination of existing procedures and processes in line with the principles of good governance
2. Increased competitiveness of local economy through improved business environment and management/organizational capacities of small and medium enterprises/agricultural cooperatives
3. Improved access to employment, offering equal opportunities to both men and women, and social inclusion of the most vulnerable and marginalised groups through development and implementation of local policies resulting in reduced migration from South East and South West Serbia
4. Effects of Serbia's European accession communicated to general public.

The final beneficiaries, but also the key stakeholders and financial contributors of this Programme are 34 municipalities from the third and fourth group of development level, which have responsibility of taking ownership of activities implemented in their territory:

- Novi Pazar, Ivanjica, Nova Varoš, Priboj, Prijepolje, Raška, Sjenica and Tutin, in the South West Serbia
- Prokuplje, Blace, Žitorađa, Kuršumlija in the Toplica District
- Leskovac, Bojnik, Vlasotince, Lebane, Medveđa and Crna Trava in the Jablanica District

- Vranje, Bosilegrad, Bujanovac, Vladičin Han, Preševo, Surdulica and Trgovište in the Pčinja District
- Brus in the Rasinska District
- Aleksinac, Gadžin Han, Doljevac, Merošina and Svrlijig in the Niški District
- Babušnica, Bela Palanka in the Pirotski District
- Knjaževac in the Zaječarski District.

Other beneficiaries include municipality-founded institutions and public utility companies, civil society organisations (CSO) and media in the participating municipalities. It is the inhabitants of the South East and South West Serbia who will feel the biggest benefits of the Programme.

2. Duties and Responsibilities

Purpose and Scope of Assignment

Under the direct supervision of the Programme Manager, the Communications Manager will provide a strong contribution to the overall success of the Communications Sector. He/she will play an instrumental role in the design, implementation, monitoring and evaluation of Programme's communication activities, while observing the donors' visibility guidelines, with objective to raise awareness of target audiences about activities, results and impact of the European PROGRES.

The Communications Manager will undertake the following activities/responsibilities:

Stakeholder management

- Establish and cultivate relationship with the counterparts in relevant ministries and governmental bodies, beneficiary local self-governments, development organizations and programmes and other key stakeholders
- Establish and cultivate partnerships with the national, local and regional media
- Play a leading role in collating and developing external reports used to inform donors and key stakeholders of European PROGRES interventions, and trends and conditions in the Programme Area
- Represent the Programme, as appropriate

Delivery and performance

- Play a leading role in development and implementation of the European PROGRES Communication Strategy that will identify specific and measurable goals, opportunities and tools for the promotion of the Programme actions
- Ensure continuing visibility and publicity of the support which the European Union, the Swiss Government, and the Serbian Government provide to the Programme area and vigorously promote European values
- Ensure full compliance of Programme communications activities with donors' guidelines and requirements in this field
- Keep the staff informed of any news, which are relevant for or can affect the Programme activities
- Lead on the organisation of donors/VIP visits
- With support from the UNOPS Serbia Operations Centre Communications Manager and the National Programme Manager, develop and implement two advocacy and/or public awareness campaigns in cooperation with the European PROGRES' partners
- Provide communications support to all European PROGRES sectors in order to promote their activities, results and impact
- Provide media with timely and punctual information on European PROGRES activities
- Supervise establishment and maintenance of contact database of media and library of European PROGRES' media coverage
- Provide qualitative and quantitative analysis of European PROGRES' media coverage
- Take a lead in continuous improvement of European PROGRES' website design and ensure the portal is regularly updated and maintained
- Continuously work with the designers on visibility/promotional material
- Organise press conferences/public events to raise awareness on Programme

- Provide communication support for organisation of trainings, workshops and other Programme events
- Take a lead in development and implementation of the Internal Communications Plan
- In cooperation with National Programme Manager and Operations Team, ensure efficient and effective management of communications budget
- Draft Terms of Reference for communications' and other consultants needed for this portfolio
- Manage and oversight of communications consultants and service providers
- With the guidance of the Procurement Officer, prepare tenders for the publicity material (including print, graphics, web, audio and video)
- Contribute to Programme planning activities and ensure timely delivery of approved work, procurement, and financial plans for the Communications Sector

Procedures

- Contribute to development, update and implementation of Programme's plans and strategies, while in particular ensuring there is effective coordination and synergies among sector activities
- Contribute to identification and assessment of risks and implement mitigation measures in accordance with the risk management strategy
- Provide timely and accurate reports and inputs as envisaged by the European PROGRES' documentation
- Manage and review quality of communications outputs
- Address relevant requests from the Project Management Office
- Contribute to efficient and effective use of European PROGRES and UNOPS tools for monitoring of Programme's performance, outputs and benefits

Knowledge management

- Participate in the relevant UNOPS Communities of Practice
- Contribute to identification and sharing of Programme's lessons learned and best practices
- Provide feedback to the Practice Leads on policy, supporting guidance with an aim towards continuous improvement of UNOPS' policies

Personnel management

- Lead and motivate the Communications personnel and ensure they respect professional standards of conduct
- Ensure good quality conduct of full appraisal cycle, completion of mandatory courses and encourage staff continuous learning and development
- Closely monitor and assess performance of external consultants
- Support personnel development through mentoring

Ensure incorporation of good governance, human rights and gender equality concepts, principles and best practices into the communications activities in accordance with the Programme objectives and methodology.

Perform other duties as may be reasonably required and in line with the incumbent's scope of services above.

At the request of UNOPS Serbia Operations Centre (RSOC) Manager and as may be reasonably required, provide support to RSOC activities in line with the scope of the services of this ToR, in order to promote the common objectives of the RSOC and donors of its projects.

3. Required Selection Criteria

a. Education

- Master degree in communications, journalism, public relations, international relations or a related field
- A relevant Bachelor degree in combination with four years of relevant professional experience would be accepted in lieu of Master degree

b. Work Experience

- Minimum two years of relevant work experience in communications, public relations, media or journalism
- Experience with international organisations is desirable but not mandatory

c. Language Requirements

- Serbian as native language
- Fluency in English, both spoken and written

d. Key Competencies

- Demonstrates commitment to UNOPS' mission, vision and values, including cultural, gender, religion, race, nationality and age sensitivity and adaptability
- Supervisory and coordination skills
- Analytical, organizational and inter-personal skills
- Public speaking clear and focused, with ability to effectively communicate complex ideas to a non-specialist audience with little background in labour market economics
- Formulates written information clearly and persuasively
- Accountability for management of time, establishing clear performance goals, standards, & responsibilities
- Demonstrates openness to change and ability to manage complexities
- Initiates and sustains relationships with key constituents
- Seeks and applies knowledge, information, and best practices from within and outside UNOPS
- Focuses on impact and result for the client and responds positively to feedback
- Consistently approaches work with energy and a positive, constructive attitude; remains calm, in control and good humored even under pressure.
- Willing to share knowledge and experience, while actively working towards continuing personal learning; coaching that strengthens internal staff and/or municipal employees and municipalities
- Builds strong relationships with clients and external actors
- Strong IT skills
- Drivers licence essential and ability to travel independently

Submission of Applications

Qualified candidates may submit their application, including a Letter of Interest, Curriculum Vitae and updated United Nations Personal History Form (P.11) to UNOPS via UNOPS Global Personnel Recruitment System at following link:

<https://gprs.unops.org/pages/viewvacancy/VADetails.aspx?id=8121>

Kindly note that this is a local position open to nationals of Serbia only.

Additional Considerations

- Applications received after the closing date will not be considered.
- Only those candidates that are short-listed for interviews will be notified.
- Qualified female candidates are strongly encouraged to apply.
- UNOPS reserves the right to appoint a candidate at a level below the advertised level of the post.
- The incumbent is responsible to abide by security policies, administrative instructions, plans and procedures of the UN Security Management System and that of UNOPS.

It is the policy of UNOPS to conduct background checks on all potential recruits/interns. Recruitment/internship in UNOPS is contingent on the results of such checks.

For more information on UNOPS, please visit the UNOPS website at www.unops.org