

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/B5109/8518
Post Title: Communications Officer
Post Level: L-ICA 8
Org Unit: ECR/RSOC
Duty Station: Belgrade, Serbia
Duration: Ten months with possibility for extension
Closing Date: 19 October 2015

1. Project(s) Background

“**Serbia Floods Rehabilitation Support**” project funded by **the European Union** has been prepared in cooperation with the Government of the Republic of Serbia, and close coordination with its European Integration Office (SEIO), the Delegation of the European Union to the Republic of Serbia (DEU), as well as the resident United Nations agencies in Serbia, as a response to devastating floods that hit Serbia in May 2014.

The objective of the project is to support the citizens of the municipalities affected by the floods to restore their living conditions through (re)construction of private dwellings, and throughout the whole flood-affected region to establish normal functioning of kindergartens, schools, and other public institutions or road/s of primary importance, as well as to enhance capacities of the Government of Serbia's Office for Flood Affected Areas Assistance and Recovery in management and monitoring of salvage efforts.

The project will deliver seven results:

- **Result 1:** Housing solutions provided for up to 450 families in Obrenovac, Krupanj and other 14 flood affected municipalities included in the Project, through the reparation or reconstruction of damaged private houses, the construction of new houses, the construction of a social housing building in Obrenovac and the reparation of facilities for up to 40 small businesses, respecting human rights standards and non-discrimination principle of good governance.
- **Result 2:** Improved living conditions in the temporary shelters and enhanced capacities for monitoring and coordination of return process in municipalities Obrenovac and Lazarevac.
- **Result 3:** Working conditions restored to normal functioning in up to 21 public institutions (kindergartens, schools, water supply facility and bridges) in the municipalities affected by the floods.
- **Result 4:** Normalised transport of goods and people between Krupanj and Loznica through Korenita and Krst.
- **Result 5:** Enhanced capacities of the Government of Serbia Office for Flood Affected Areas Assistance and Recovery (FAAARO) to manage and monitor recovery process in the flood affected municipalities.
- **Result 6:** Reduced risk of spreading infective diseases through reduction of mosquitoes population in the areas affected by the floods.
- **Result 7:** The project results communicated to general public.

“Serbia Floods Rehabilitation Support” project funded by the **Norwegian Ministry of Foreign Affairs** has been prepared in cooperation with the Government of the Republic of Serbia, and close coordination with its European Integration Office (SEIO), and the Royal Norwegian Embassy in Belgrade, as a response to devastating floods that hit Serbia in May 2014.

The overall objective of this action is to contribute to the efforts of the Government of Serbia to support the municipalities affected by May 2014 floods to restore living and working conditions. By extending assistance for rehabilitation of public buildings of primary importance (kindergartens, schools, health and cultural institutions) this project will directly aid the recovery process in the municipalities that suffered from the floods.

The specific objective of the project is to support the citizens of the municipalities affected by the floods to restore their living conditions, and to establish normal functioning of kindergartens, schools, health and cultural institutions.

The project will deliver four results:

- **Result 1:** Working conditions restored to normal in up to 12 kindergartens and schools in municipalities affected by the floods.
- **Result 2:** Provision of services restored to normal in up to 18 health care institutions affected by the floods.
- **Result 3:** Functioning of up to five cultural institutions affected by the floods restored to normal.
- **Result 4:** Additional equipment provided for up to eight schools that are reconstructed from other funding sources but not fully equipped.

The final beneficiaries of the action are municipalities where public institutions will be rehabilitated and equipped; the Flood Affected Areas Assistance and Recovery Office, the Ministry of Education, Science and Technology Development, the Ministry of Health and the Ministry of Culture and Information.

2. Duties and Responsibilities

Purpose and Scope of Assignment

Under the direct supervision of **the Project Manager, the Communications Officer** will provide a strong contribution to the overall success of the Serbia Floods Rehabilitation Support projects. He/she will play an instrumental role in the design, implementation, monitoring and evaluation of projects' communication activities, while observing the donors' visibility guidelines, with objective to raise awareness of target audiences about activities, results and impact of the Serbia Floods Rehabilitation Support projects.

The **Communications Officer** will undertake the following activities/responsibilities:

- Establish and cultivate relationship with the counterparts in relevant ministries and governmental bodies, beneficiary local self-governments, and other relevant stakeholders
- Establish and cultivate partnerships with the national, local and regional media
- Provide strong contribution in collating and developing external reports used to inform donors and key stakeholders of project's interventions and conditions in the projects' area
- Provide strong contribution to the preparation of the monthly, quarterly, annual and final reports, based on the projects' documents, logical framework matrices and other baseline documents and studies
- Prepare analyses of political, socio and economic trends
- Represent the Serbia Floods Rehabilitation Support projects, as appropriate
- Provide strong contribution in development and implementation of the Serbia Floods Rehabilitation Support projects' communication strategies/plans
- Ensure continuing visibility of the support which the European Union, the Norwegian Government, and the Serbian Government provide to the projects' area and their recovery efforts after May

- 2014 floods.
- Keep the personnel informed of any news, which are relevant for or can affect the projects' activities
 - Lead on the organisation of donors/VIP visits
 - Provide media with timely and punctual information on Serbia Floods Rehabilitation Support projects' activities
 - Establish and maintain database of media contacts and library of generated media coverage
 - Provide qualitative and quantitative analysis of Serbia Floods Rehabilitation Support projects' media coverage
 - Provide communications support to all Serbia Floods Rehabilitation Support projects in order to promote their activities, results and impact
 - Continuously work with the designers on visibility/promotional material
 - Organise press conferences/public events to raise awareness on Serbia Floods Rehabilitation Support projects
 - Draft Terms of Reference for communications' and other consultants needed for this portfolio
 - Contribute to management and oversight of communications consultants and service providers
 - With the guidance of the Procurement Officer, prepare input for tenders for the publicity material (including print, graphics, web, audio and video)
 - Contribute to Serbia Floods Rehabilitation Support projects' planning activities and contribute to timely delivery of approved work, procurement, and financial plans for the communications aspects of the Serbia Floods Rehabilitation Support projects
 - In cooperation with the Project Manager and Operations Team, ensure efficient and effective management of communications budget
 - Manage and review quality of communications outputs
 - Contribute to efficient and effective use of UNOPS tools for monitoring of performance, outputs and benefits of the project
 - Contribute to development and implementation of the UNOPS Serbia Operations Centre Internal Communications Plan
 - Address relevant requests from the Project Management Office
 - Contribute to identification and sharing of Serbia Floods Rehabilitation Support projects' lessons learned and best practices

Ensure incorporation of good governance, human rights and gender equality concepts, principles and best practices into the communications activities in accordance with the projects' 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 RSOC Manager and as may be reasonably required, provide support to RSOC activities in line with the scope of services above in order to further the common objectives of RSOC and its projects' donors.

3. Required Selection Criteria

a. Education

- Master degree in communications, journalism, public relations.
- Bachelor's degree with additional two years of relevant experience may 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

- Fluency in English
- Fluency in Serbian

d. Key Competencies

- Demonstrated donor coordination skills
- PR or media management skills at a high level
- Confirmed skills in event management
- Excellent analytical, organizational and inter-personal skills
- Public speaking clear and focused, with ability to effectively communicate complex ideas to a non-specialist audience
- 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
- 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
- Builds strong relationships with clients and external actors
- Demonstrates commitment to UNOPS' mission, vision and values, including cultural, gender, religion, race, nationality and age sensitivity and adaptability
- 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, complete Curriculum Vitae, 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=8518>

Kindly note that this is a local position open to nationals of Serbia and to individuals who have a valid residence/work permit.

Additional Considerations

- Please note that the closing date is midnight Copenhagen time (CET)
- 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.
- For staff positions only, UNOPS reserves the right to appoint a candidate at a lower level than 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