



## I. Position Information

**Position Title:** Communication Assistant  
**Agency:** UNFPA  
**Type of Contract:** Service Contract (SC) – part time 50%  
**Level:** SB-3 (1 year with possibility of extension)  
**Duty Station:** Tirana, Albania

## II. Organizational Context

Under the overall guidance and supervision of the Advocacy and Communications Analyst, the Communication Assistant supports the design and implementation of the office communications and advocacy plan abiding by relevant policies and guidelines and using relevant tools.

The Communication Assistant will be working closely with the office Advocacy and Communications Analyst, and if and when assigned or required, might work with the regional and HQs communication teams, external partners, influencers, and other stakeholders and service providers.

The Communication Assistant will be working in collaboration with the operations, programme and project staff in the CO to exchange information and ensure consistent services delivery.

## III. Functions / Key Results Expected

### Summary of Key Functions:

- Provide support to design and implementation of communications activities;
- Support designing and implementation of campaigns;
- Handle country office website;
- Support creation of audio-visual multi-media content;
- Support capacity building and knowledge sharing of implementing partners staff to use relevant policies, guidelines and tools;
- Any other task assigned by the Supervisor.

### Communication activities and campaigns

- Support development and implementation of high-impact communications and advocacy campaigns and activities;
- Support development of innovative campaign ideas, concepts and strategies in consultation with relevant topic leads;
- Assist in crafting user-friendly and concise online communications and advocacy messages, including drafting new content and editing existing website / Extranet / Intranet content;
- Support design / coordinate the design of quality visual and other assets;
- Contribute to the production of quality advocacy and knowledge products;
- Share campaign materials with other stakeholders, influencers and partners, and engage them in campaign roll-outs;
- Support monitoring, analysing and reporting campaign reach and impact.

**Audio-visual multi-media content**

- Conceptualize, design, and execute creative, innovative and engaging audio-visual content for use on social media, including video and infographics/data visualizations;
- Consult with, and engage, relevant stakeholders in development and production process;
- Advise partners on design style, formats, production requirements and timelines;
- Liaise with external service providers, including designers, videographers, photographers and Translators.

**Social media and country office website**

- Continuously monitor the social media environment, identify opportunities and support development of ideas for engagement;
- Assist management and monitoring of image-based country office social media accounts;
- Write, edit and produce human stories with visuals, photo, videos, for the website;
- Maintain the country office public website;
- Assist set up and promote online events and campaign pages on the website.

**Design and branding**

- Ensure effective use of design and branding by partners in line with UNFPA guidelines and Policies;
- Support development of style and brand guides for country office programmes and campaigns;
- Assist overseeing design style and brand compliance;
- Support provision of art direction to contractors and in-house creatives.

**Knowledge building and sharing**

- Provide advice and support to partners and projects, including with regard to communication and advocacy campaigns and the development of print and audio-visual materials
- Offer training and other capacity-building activities to partners' and projects communications staff
- Carry out other related tasks as required

**V. Competencies****Corporate Competencies:**

- ☐ Demonstrates commitment to UNFPA's mission, vision and values.
- ☐ Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability
- ☐ Demonstrating/safeguarding ethics and integrity
- ☐ Demonstrate corporate knowledge and sound judgment
- ☐ Self-development, initiative-taking
- ☐ Acting as a team player and facilitating team work
- ☐ Facilitating and encouraging open communication in the team, communicating effectively
- ☐ Creating synergies through self-control
- ☐ Managing conflict
- ☐ Learning and sharing knowledge and encourage the learning of others.
- ☐ Informed and transparent decision making

**Functional Competencies:**Building Strategic Partnerships

Analyzes general information and selects materials in support of partnership building initiatives

Promoting Organizational Learning and Knowledge Sharing

- ☐ Researches best practices and poses new, more effective ways of doing things

Job Knowledge/Technical Expertise

- ☐ Understands the main processes and methods of work regarding to the position

- ☐ Possesses basic knowledge of organizational policies and procedures relating to the position and applies them consistently in work tasks
- ☐ Demonstrates very good knowledge of information technology and applies it in work assignments

#### Promoting Organizational Change and Development

- ☐ Demonstrates ability to identify problems and proposes solutions

#### Design and Implementation of Management Systems

- ☐ Uses information/databases/other management systems

#### Client Orientation

- ☐ Reports to internal and external clients in a timely and appropriate fashion
- ☐ Organizes and prioritizes work schedule to meet client needs and deadlines
- ☐ Responds to client needs promptly

#### Promoting Accountability and Results-Based Management

- ☐ Gathers and disseminates information on best practice in accountability and results-based management systems

## **VI. Recruitment Qualifications**

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|------------------------|--|
| Education:             | Bachelor university degree in digital communications, journalism, public relations, or related fields.   |
| Experience:            | <ul style="list-style-type: none"> <li>• Minimum of 5 (five) years of relevant professional experience in digital communications and advocacy or related fields.</li> <li>• Proven track record of participation in designing effective online communication campaigns.</li> <li>• Strong experience in developing audio-visual content and stories for website.</li> <li>• Excellent design skills and experience in working with graphic/video design software, preferably Adobe Creative Cloud.</li> <li>• Excellent interpersonal skills.</li> <li>• Familiarity with UN/UNFPA and its areas of work is an advantage.</li> <li>• Experience working in a multicultural and online environment.</li> <li>• Excellent English and Albanian language writing and editing skills.</li> <li>• Excellent communication and advocacy skills.</li> </ul> |
| Language Requirements: | Fluency in English and Albanian.   |