1. General Background

The United Nations Refugee Agency (UNHCR) is the world’s leading not-for-profit organization in helping and protecting the millions of people forced to flee their homes because of violence, conflict and persecution. We deliver life-saving assistance, including shelter, food and water while also safeguarding fundamental human rights, safety and dignity.

Our Canadian office is part of a global network that works in 130 countries, protecting over 68 million people. We were founded in 1950 as part of the United Nations effort to help people displaced by World War II. Since then we have been on the ground helping over 68 million people forced to leave their homes, and have even received two Nobel Prizes for our work.

We are passionate about the people we help—and the amazing team of people who work for us. We thrive on excellence, integrity and respect for diversity. Our culture is dynamic, results-oriented and focused on change, ready to tackle the latest global humanitarian crisis. You will be part of a newly growing team that—due to a significant revitalization process—is set for transformational growth. We need someone who is not only ready to jump in at the start of this journey, but has the skills, energy and creativity to help shape what comes next.

2. Purpose and Scope of Assignment

1. Role & Responsibilities:

Reporting to the Senior Fundraising Communications Associate and in close coordination with the Social Media and Digital Content Associate, the Digital Communications Assistant will be responsible for acting as the project manager for the website redevelopment, which includes working with the Ottawa Branch office, colleagues within PSP Canada and the global digital team. The Digital Communications Assistant will also be responsible for supporting the digital communication needs for PSP’s lead generation and public engagement campaigns.

2. Skills & Qualifications:

   a. Education (Level and area of required and/or preferred education)
      - University degree in Marketing, Journalism, Communications or related field.
      - Additional diplomas are an asset.
b. Work Experience  (List number of years and area of required work experience. Clearly distinguish between required experience and experience which could be an asset.)
- A minimum of three years experience in content creation including experience producing and publishing web content is required;
- Experience copywriting in a communications or fundraising context is required;
- Experience with website management and improving its performance is required;
- Experience with traffic generation, including SEO/SEM is desirable;
- Professional experience within the non-for-profit sector, UN agencies or international institutions;
- Experience with technical website management, use of CMS platforms (WordPress, Drupal) and optimising website performance

c. Key Competencies
- A self-starter and self-motivated;
- Excellent organizational, multi-tasking and time management skills;
- Ability to adhere to tight deadlines and manage projects simultaneously with independence;
- Ability to exercise discretion and maintain confidentiality required;
- Experience managing vendors and freelancers

To apply for this position, please send a cover letter and the Personal History/Supplementary forms (please visit our website https://www.unhcr.ca/careers/) to cant1adm@unhcr.org with “CANTO/PSP/VN/005– Digital Communication Assistant” in the subject line.

The Applications/Forms must be submitted in English. Applications without UN Personal History forms will not be considered.

Please note that the receipt of applications will not be acknowledged, and only short-listed candidates will be contacted for interview.

WE REGRET WE DO NOT ACCEPT ANY PHONE CALLS