

**UNHCR**United Nations High Commissioner for Refugees  
Haut Commissariat des Nations Unies pour les réfugiés**UNITED NATIONS HIGH COMMISSIONER FOR REFUGEES (UNHCR)  
INTERNAL / EXTERNAL VACANCY ANNOUNCEMENT****Vacancy Notice No.**

<b>Title of Post</b>	<b>Associate External Relations Officer</b>	<b>Category/grade</b>	<b>National Professional Officer NPO</b>
<b>Post Number</b>	<b>10029555</b>	<b>Type of contract</b>	<b>Fixed-term appointment</b>
<b>Location</b>	<b>Ottawa, Canada</b>	<b>Date of Issue</b>	<b>9 December 2020</b>
<b>Effective date of assignment</b>	<b>1 June 2021</b>	<b>Closing Date</b>	<b>23 December 2020</b>

**Operational Context:** *(include details here on the “ideal” candidate – both in terms of soft skills, as well as technical/functional skills etc).*

Direct supervision is exercised by the Snr. Communications and External Relations Officer who provides guidance on the applicable procedures. Advice may also be provided by relevant functional units at HQ. External contacts are with a broad range of partners and stakeholders, including inter alia, government, media, embassies, donors, UN agencies, NGOs and other national and international organizations, as well as general public on matters of importance to the Organization.

All UNHCR staff members are accountable to perform their duties as reflected in their job description. They do so within their delegated authorities, in line with the regulatory framework of UNHCR which includes the UN Charter, UN Staff Regulations and Rules, UNHCR Policies and Administrative Instructions as well as relevant accountability frameworks. In addition, staff members are required to discharge their responsibilities in a manner consistent with the core, functional, cross-functional and managerial competencies and UNHCR’s core values of professionalism, integrity and respect for diversity.

**Functional Statement:****Accountability** *(key results that will be achieved)*

- Confidence in UNHCR as a top humanitarian partner is maintained
- Greater understanding of UNHCR’s strategic added value is enabled and opportunities for support to refugees are identified and seized
- New ways of working in line with the Global Compact for Refugees are promoted and support to UNHCR operations globally increased
- Representative and Head of External Relations are supported in growing UNHCR-Canada senior level engagement
- UNHCR Canada meaningfully contributes to a positive public discourse on refugee issues
- There is consistent outreach and interaction with key parliamentary committees and UNHCR’s presence at events, forums and roundtables is supported
- Public and Government outreach events and initiatives on UNHCR priority files are proactively organized and promoted
- Relationships within the Canadian humanitarian and refugee sectors are maintained and UNHCR Canada is actively involved in key discussions and initiatives
- In collaboration with Communications/PI and PSP colleagues, public empathy for refugees and support to UNHCR’s work is increased

**Responsibility** *(process and functions undertaken to achieve results)*

- Stay abreast of the challenges posed by the political context, the UN and humanitarian reform, and institutional developments in the area of forced displacement and humanitarian operations.
- Assist the implementation of a communications strategy that generates support for UNHCR’s operations from external partners (e.g. the general public, governments, partners, media, academia, NGOs, private sector and persons of concern).

- Assist in the dialogue with donors and embassies and provide relevant information on UNHCR operations and financial requirements by organizing regular briefings, bilateral meetings and missions and responding to donors' requests for information on ad hoc basis.
- Through a consultative process with headquarters, disseminate information on UNHCR's global funding situation and mobilize additional funds to implement programmes and projects aimed at enhancing the quality of protection for persons of concern in the country operation.
- Ensure appropriate visibility for donor contributions in compliance with UNHCR guidelines and specific donor requirements.
- Participate on behalf of the Representative and other supervisors in inter-agency cooperation and communication strategies, initiatives and tools
- Assist in the management of information flows within the country operations by identifying priority matters, securing, analyzing and disseminating documentation and information to support country operations and corporate communication processes and priorities.
- Consolidate information on UNHCR's country operations and identify appropriate messages for campaigns and appeals.
- Propose events and initiatives (e.g. commercial, cultural, political and sports) to promote the work of UNHCR and take action as appropriate.
- Support the management of media relations by, inter alia, responding to direct queries, publishing press releases, handling interview requests and organizing regular briefings and visits to country operations.
- Promote visibility of UNHCR's work and advocate for support for the people of concern through providing inputs for social media and other web content.
- Organize missions to the field and press briefings for external parties as required.
- Implement all aspects of a communications strategy.
- Represent UNHCR on behalf of senior management in fundraising and communication priorities in inter-agency initiatives and fora.
- Perform other related duties as required.

#### **Authority** (*decisions made in executing responsibilities and to achieve results*)

- Produce briefing notes, background material, talking points, fact sheets, press releases and articles.
- Produce monitoring reports and media/social media content/material.
- Undertake activities to implement 2 key strategies: the communication/advocacy strategy in support of UNHCR Canada's overall strategic plan, and the donor relations strategy

#### **Essential Minimum Qualifications and Experience:**

- Undergraduate degree (equivalent of a BA/BS) in Journalism, International Relations, Communications, Political Science or similar relevant field plus minimum 3 years of previous work experience relevant to the function. Graduate degree (equivalent of a Master's) plus 2 years or Doctorate degree (equivalent of a PhD) plus 1 year of previous relevant work experience may also be accepted.
- Experience in humanitarian operations in a field environment. Excellent knowledge of local institution, politics and culture.
- General understanding of UN/UNHCR reforms and the priority agenda of the organization.
- Excellent computer skills (MS Word, Excel and PowerPoint essential).
- Excellent communication skills.
- Excellent knowledge of English and working knowledge of another UN language.
- Highly developed drafting ability in the UN working language of the duty station.

#### **Desirable Qualifications & Competencies:**

- Government relations and programming/programme management experience.
- Experience of working with media and with social media.

#### **Required Competencies:**

##### **Core Competencies**

Accountability

Communication

Organizational Awareness

Teamwork & Collaboration

Commitment to Continuous Learning

Client & Result Orientation

## **Managerial Competencies**

*Empowering and Building Trust  
Managing Performance  
Managing Resources*

## **Cross-Functional Competencies**

*Analytical Thinking  
Innovation and Creativity  
Political Awareness*

## **Eligibility:**

### **Candidates must be Canadian nationals.**

Internal staff members should consult the policy on Recruitment and Assignment of Locally Recruited Staff (RALS). If you have questions regarding eligibility, you may also contact the HR Unit.

## **Remuneration:**

A competitive compensation and benefits package is offered. For information on UN salaries, allowances and benefits, please visit the portal of the International Civil Service Commission at: <http://icsc.un.org>

## **Submission of Applications:**

If you wish to be considered for this vacancy, please submit your **letter of motivation, updated factsheet (for internals), signed Personal History Form (for externals) by e-mail** clearly stating the position title, vacancy notice number and your Last Name in the subject line to: [canot@unher.org](mailto:canot@unher.org) by the closing date.

The Personal History Form and its supplementary sheet is attached.

**No late applications will be accepted. Only shortlisted candidates will be contacted. Shortlisted candidates will be required to sit for a written test and oral interview.** UNHCR does not charge a fee at any stage of the recruitment process (application, interview, processing or any other fees).

UNHCR strongly encourages qualified female applicants for this position. UNHCR seeks to ensure that male and female employees are given equal career opportunities. UNHCR is committed to achieving workforce diversity in terms of gender, nationality and culture. All applications will be treated with the strictest confidentiality.

*Refugees – who cares? We Do*