

Job Description

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Job Details

Job Title Snr Ext Rel Officer	Job ID 14799	
Location Nairobi (RSC), Kenya	Salary Grade P4	
Hardship Level B	Family Location Type Family	

Procedures and Eligibility

Before submitting an application, UNHCR staff members intending to apply to this Job Opening are requested to consult the Recruitment and Assignments Policy (RAP, UNHCR/HCP/2017/2 and the Recruitment and Assignments Administrative Instruction (RAAI), UNHCR/AI/2017/7 OF 15 August 2017.

Duties and Qualifications

Senior External Relations Officer

ORGANIZATIONAL CONTEXT

The Senior External Relations Officer normally reports to the Representative or Deputy Representative. The incumbent has direct supervisory responsibility for External Relations staff.

External contacts are predominantly with partners, media, government, embassies and other international organizations in the country on matters of importance to the organization.

FUNCTIONAL STATEMENT

Accountability

- UNHCR country Office provides necessary inputs (proposals, reports, etc.) for fund-raising purposes.
- UNHCR Country Office has a communications strategy that generates support for UNHCR's operations from external partners.
- External partners are informed regularly on all aspects of the protection and well-being of persons of concern and the status of UNHCR operations.
- Missions from Headquarters, donors, the press and media are well received and briefed.

Responsibility

- 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.
- Through a consultative process with UNHCR colleagues (Programme, Protection, etc.) with external actors and partners, develop and implement protection and assistance strategy, with clearly articulated objectives, timelines and outputs.
- Implement a communications strategy that generates support for UNHCR's operations from external partners (e.g. the general public, governments, partners, the media, academia and persons of concern).
- Articulate all issues pertaining to the needs of the populations of concern and the strategies in place to respond to their needs.
- Ensure that the UNHCR priorities are given adequate weight in the documentation of the UN Country Team.
- Maintain a close dialogue with and provide accurate information to donors by organizing regular briefings, bilateral meetings and donor missions. Prepare reports as appropriate.
- In accordance with the operational context and in close cooperation with headquarters, access new and non-traditional funding sources, as appropriate, including private sector and humanitarian pooled/basket funds (e.g. Central Emergency Response Fund, Human Security Fund).
- Through a consultative process with headquarters, disseminate information on UNHCR's global funding situation and mobilize additional funds to implement special projects aimed at enhancing the quality of protection for persons of concern in the country operation.
- Participate in inter-agency cooperation and communication strategies, initiatives and tools.
- Support senior management in representing UNHCR in the UN Country Team and other UN coordination fora.
- Support, and participate in, local UN integrated missions, Inter-Agency Standing Committee, Emergency Relief Coordinator and Cluster communication strategies and initiatives.
- Manage the information flow 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.
- Coordinate the drafting of, and/or draft, situation reports, briefing notes, background material, talking points, fact sheets, press releases and articles.
- Develop targeted communications strategies and media packages for situations and/or activities that require focused attention.
- Identify and target major events and initiatives (e.g. commercial, cultural, political and sports) to promote the work of UNHCR.
- Manage media relations by, inter alia, responding to direct queries, publishing press releases and organizing regular briefings and visits to country operations.

Authority

- Approve fund-raising messages.
- Approve any relevant expenditure for the implementation of fund-raising activities.
- Decide which donors to approach and which operations or activities to prioritize for special fundraising appeals.
- Approve the communications strategy.
- Approve budgets and expenditures for communications activities.
- Clear external relations/communication products and tools.
- Represent UNHCR fund-raising and communication priorities in inter-agency initiatives and fora.

ESSENTIAL MINIMUM QUALIFICATIONS AND PROFESSIONAL EXPERIENCE REQUIRED

- Graduate degree (equivalent of a Master's) in Political or Social Sciences, International Relations, Journalism or other related fields plus 8 years of relevant work experience of which minimum of 5 years in International capacity. Undergraduate degree (equivalent of a BA/BS) plus 9 years or Doctorate degree (equivalent of a PhD) plus 7 years of previous relevant work experience may also be accepted.
- Highly developed drafting ability in working language of duty station.
- Excellent knowledge of English and working knowledge of another UN language.

(In offices where the working language is not English, excellent knowledge of working language of duty station and working knowledge of English.)

***For National Officer positions, very good knowledge of local language and local institutions is essential.

DESIRABLE QUALIFICATIONS & COMPETENCIES

- Working knowledge of another UN language depending on country of assignment.
- Communication skills.
- Good knowledge of UNHCR operations both at Headquarters and in the Field.

Position Competencies

C001L3 - Accountability Level 3
 C002L3 - Teamwork & Collaboration Level 3
 C003L3 - Communication Level 3
 C004L3 - Commitment to Continuous Learning Level 3
 C005L3 - Client & Result Orientation Level 3
 C006L3 - Organizational Awareness Level 3
 M002L3 - Managing Performance Level 3
 M004L3 - Strategic Planning and Vision Level 3
 M005L3 - Leadership Level 3
 X001L3 - Analytical Thinking Level 3
 X007L3 - Political Awareness Level 3

DESIRABLE ATTRIBUTES

The Senior Regional External Relations Officer reports directly to Regional Refugee Coordinator/ Special Advisor on the South Sudan Refugee Situation, who gives regular guidance and advice. The incumbent will work closely with CRRF Officers, Public Information Officer and the Managing Editor as well as Private Sector Partnership Service to expand and conduct external relations and RRC's communication on a more strategic level and appropriately respond to the current opportunities and challenges in the region. She will cover donor and CRRF activities under the Regional Refugee Coordinators for the Burundi, South Sudan and Somalia situations.

DESIRABLE ATTRIBUTES

External contacts are predominantly with national and international actors and institutions. The Regional Directorates of UN agencies with close operational partnerships with UNHCR based in Nairobi include: OCHA, UNICEF, WHO, WFP, and the Regional- UNDG. In addition key international NGOs such as IRC, World Vision and Save the Children have forged strong advocacy partnership with UNHCR regionally which will need to be further enhanced. The pool of donors to UNHCR will also need to be expanded beyond the traditional and bilateral and multilateral donors.

DESIRABLE ATTRIBUTES

The main goal is to facilitate and strengthen information exchange between country offices and regions on transfer of knowledge, innovations, best practices and lessons learnt with a view of a coherent regional approach. The incumbent will also provide guidance and support to External Relations officers in the region on a needed basis while coordinating closely with all for situational updates and relevant daily flash updates.

DESIRABLE ATTRIBUTES

Advanced University degree in Political or Social Sciences, International Relations, Journalism or other related fields. Minimum 10 years of relevant work experience of which minimum of 5 years in International capacity. Excellent knowledge and drafting skills of English and working knowledge of another UN language. French language would be an asset.

CURRENT SITUATION

The position was created under the ODMS structural review to support the Regional Refugee Coordination structure and also based on RSC strategic focus towards a reinforced communication flow and exchange of information within RRC and externally.

CURRENT SITUATION

With close linkages and coordination with relevant sections and divisions in Geneva, RSC covers 13 core countries in the East and Horn and the Great Lakes Region of Africa and an additional 10 outside the region with an overall population of 9.3 million refugees, asylum-seekers and other persons of concern and provides specialist advice and guidance in 21 areas of expertise.

CURRENT SITUATION

The RRC/Special Advisor works closely with the Africa Bureau to ensure the strengthened and continued support role of RRC towards quality monitoring, compliance and the facilitation of the development and implementation of regional and sub-regional strategies and approaches. The incumbent of this position will mainly be to support RRC in performing the above duties by ensuring information sharing and communication.

WORKING AND LIVING CONDITIONS

Despite the security concerns mentioned below, Nairobi is a family duty station, with good medical facilities and a number of international schools that teach in British, US or French curriculum. Recreational facilities, hotels and accommodation facilities are of international standards. Good banking facilities, unlimited access to communication means, such as internet, mobile telephony, etc. There is no malaria in Nairobi.

SECURITY CONSIDERATIONS

Nairobi is in UN security Phase 1, but politically instigated demonstrations and riots may occur at any time. General crime in Nairobi is high and like many other large cities, it is no longer the safe place that it used to be. A high sense of vigilance and alertness is required.

Closing Date

Please note that the closing date for all vacancies in the Add.2 to the September 2017 Compendium is Monday 12 February (midnight Geneva time).

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