

Terms of Reference

Position Title: Associate Communications Officer (Political and Strategic Analysis)

Sector/Unit: External Relations Unit

Duty Station: UNHCR Branch Office, Amman, Jordan

Category: P2 JPO

Supervisor: Head of External Relations Unit

Expected Start Date: October 2025

General Context

UNHCR's operation in Jordan is one of the most prominent globally, with the country hosting one of the highest refugee populations per capita. While the majority of refugees — predominantly Syrians — live in urban and rural communities among Jordanians and Palestinians, a smaller proportion reside in camps. The generosity of the Jordanian people and government has been remarkable, but the lack of sustained international attention and decreasing funding make strategic communication and donor engagement essential.

The External Relations (ER) Unit plays a key role in raising the voices of refugees, promoting the host community's support, and sustaining donor interest in both humanitarian and development programming. The operation is also known for its innovation, including mobile-wallet based cash assistance and solar energy projects powering refugee camps and hospitals.

The ER Unit provides continuous political and media discourse analysis to inform UNHCR's protection and solutions work in Jordan and the region — especially in Syria as a country of origin and potential return. The Associate Communications Officer will support this function by analyzing relevant political currents and supporting UNHCR's non-political strategic messaging.

The ER Unit also manages a wide range of communications and donor-related activities: from media relations to social media production, web content, videos, and events targeting diplomatic and general audiences. It manages the country website (www.unhcr.org/jo) and the operation's data portal, and it supports the facilitation of donor and partner field visits. The team has received global recognition, including a Webby Audience Award for a campaign video.

Duties and Responsibilities

Under the supervision of the Head of the External Relations Unit, the Associate Communications Officer will:

- Conduct political analysis of public discourse and key stakeholders in Jordan and the region, with a view to anticipating developments;
 - Contribute to strategic messaging based on political context and media trends;
 - Draft media content, including press releases, op-eds, and social media materials;
 - Manage and update the country website, draft web stories and manage content coordination;
 - Produce audiovisual content (script writing, shooting, editing, post-production), especially for social media;
 - Take photographs for communication and reporting purposes;
 - Assist in the planning and organization of field visits for donors, partners, and high-level delegations;
 - Support campaign development and refugee outreach via digital communication tools;
 - Help design and execute targeted events, especially for the diplomatic community in Amman.
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Required Qualifications and Experience

- Advanced university degree (Master's or equivalent) in Political Science, International Relations, Communications, Journalism or a related field;
 - Proven experience in political or media analysis related to the Middle East, Arab world, or relevant think-tank/research environments (relevant academic work may be considered in lieu of professional experience);
 - Experience drafting professional content for media and social media channels;
 - Experience managing websites and producing digital content for international or national humanitarian/development organizations;
 - Demonstrated ability to manage end-to-end video production for social media and external communication;
 - Skills in photography and visual storytelling.
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Desirable Qualifications and Competencies

- Background in journalism;
- Established media contacts in the candidate's country of origin;
- Fluency in written and spoken Arabic is a strong asset;
- Ability to work both independently and collaboratively in a multicultural environment;

Strong interpersonal, drafting, and presentation skills.