

Job Title: Internal Communications Officer (SC9) Damascus VA003-2023

WFP seeks candidates of the highest integrity and professionalism who share our humanitarian principles. Selection of staff is made on a competitive basis. We are committed to promoting diversity and the principle of equal employment opportunity for all our employees and encourages qualified candidates to apply irrespective of religion or belief, ethnic or social background, gender, gender identity and disability.

DEADLINE FOR APPLICATIONS

All applications should be received no later than 12 February 2023

ABOUT WFP

The United Nations World Food Programme is the world's largest humanitarian agency fighting hunger worldwide. The mission of WFP is to help the world **achieve Zero Hunger** in our lifetimes. Every day, WFP works worldwide to ensure that no child goes to bed hungry and that the poorest and most vulnerable, particularly women and children, can access the nutritious food they need.

BACKGROUND AND PURPOSE OF THE ASSIGNMENT:

The Internal Communications Officer will report to the Head of Communications. He/she will be responsible for building the internal communications function within the country office (strategy, framework, channels, content calendar, etc.) to enhance and improve the communications and staff advocacy amongst country and field offices colleagues. The incumbent will support with drafting a variety of internal communications mediums such e-mails, SharePoint and Yammer. He/she will lead the coordination and messaging for relevant events and initiatives supporting team building and an engaging working environment both in country and field offices in Syria.

KEY ACCOUNTABILITIES (not all-inclusive)

1. Develop an internal communications strategy/framework for the country office to ensure all employees are aware of strategic priorities, mission, vision, and WFP values to maintain and enhance the visibility and reputation of WFP internally.
2. Create an annual internal communications calendar of campaigns and activities to deliver timely consistent messages to all staff, included for segmented audiences.
3. Design, manage and evaluate internal communications channels (SharePoint, Yammer, face 2 face sessions, emails, etc.) to enable all employees to find the right information at the right time. This may include supporting the management of the Country Director's Yammer account.
4. Develop and maintain excellent relationships with internal stakeholders.
5. In coordination with the Staff Counsellor/Head of Wellness and the Wellness Support Volunteers, develop specific plans and messaging on issues such as mental health awareness, effective communication, workplace bullying, dignity at work, handling conflict, etc.
6. Plan, coordinate and communicate the All-Staff meetings and events, including Brown Bag events and other engagement opportunities for staff.
7. Prepare regular and timely internal communications editorials that effectively convey the desired message and ensure internal communications messages are consistent across all mediums and for different units within the country office.
8. Lead or support the coordination and messaging for relevant events that support team building and engaging working environment both in country and field offices.
9. Coordinate and prepare accurate and timely reporting on communications activities that enables informed decision-making, evaluation of objectives and consistency of information presented to stakeholders.
10. Support with advice, guidance and training to colleagues to enhance their communication skills.
11. Work in close collaboration with counterparts to align activities and ensure a coherent approach to communications within WFP.
12. Develop an internal crisis communications plan/actions, providing technical recommendations and guidance and monitoring the management of communications specific risks.
13. Support the communications team with any other duties as required.

DELIVERABLES

- Internal Communications Strategy for WFP Syria;
- Internal communications calendar with key messaging and channels;
- Successful organization of internal communication events;
- Streamline internal communications messages;
- Record of increased engagement with staff;

STANDARD MINIMUM QUALIFICATIONS

Education : A Bachelor's degree or a Master's degree in Communications, Marketing, Journalism, International Relations, or other relevant field.

Language: Fluency in both oral and written communication in English and Arabic languages

Experience :

- **With an Advanced University Degree**: at least 3 years of relevant post-graduate professional experience in Internal Communications or related field.
- **With a First University Degree**: at least 5 years of post-graduate professional experience in Internal Communications or related field.

OTHER SPECIFIC JOB REQUIREMENTS

This section is optional to describe additional responsibilities & knowledge required for the specific job.

TERMS AND CONDITIONS

Please upload your professional CV in English in PDF format making sure to include the following in terms of "Experience":

- Company/Organization name and scope of work of the organization
- Exact Position Title
- Contract type: part-time, full-time, volunteer, consultant, or freelancer
- Start and End date of Employment for each position : From (dd/mm/yyyy) to (dd/mm/yyyy)
- Responsibilities : To mention the main responsibilities that highlight your gained skills and experience
- A proof of your experience will be required in the final stage of recruitment.

Only shortlisted candidates will be invited to the next stage of the selection process.

Candidates must get an auto confirmation email once application is submitted.

HOW TO APPLY

If any of the below links do not work by clicking on it, please copy and paste it in the browser address bar:

Please ensure that your VPN is connected before clicking on the link below.

Internal candidates: <https://performancemanager5.successfactors.eu/sf/jobreq?jobId=178773&company=C0000168410P>

External candidates: <https://router.job-listing.wfp.org/sfcareer/jobreqcareer?jobId=178773&company=C0000168410P>

WFP has a zero-tolerance approach to conduct such as fraud, sexual exploitation and abuse, sexual harassment, abuse of authority and discrimination. All selected candidates will be expected to adhere to WFP's standards of conduct and will therefore undergo rigorous background verification internally or through third parties. Selected candidates will also be required to provide additional information as part of the verification exercise.

Misrepresentation of information provided during the recruitment process may lead to disqualification or termination of employment

WFP will not request payment at any stage of the recruitment process including at the offer stage. Any requests for payment should be refused and reported to local law enforcement authorities for appropriate action.