

# Job Title: Programme Policy Officer (Community Engagement) SC8 - Damascus -VA0024/2020

**WFP seeks candidates of the highest integrity and professionalism who share our humanitarian principles. Selection of staff is made on a competitive basis, and we are committed to promoting diversity and gender balance.**

## DEADLINE FOR APPLICATIONS

From 19 March 2020 to 3 April 2020

## TYPE OF CONTRACT/DURATION

Type of contract : Service contract

Duration : one year

Number of required employees: 1

## 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.

## ORGANIZATIONAL CONTEXT

These jobs are found in Headquarters (HQ), Regional Bureaux (RBs) or Country Offices (COs) and job holders report to a more senior Programme Policy Officer. Job holders are likely to be working under the close support and guidance of a more experienced professional staff member receiving guidance and regular feedback on work performed. They are typically involved in programme or policy activities or similar nature and analytical work of limited complexity.

## JOB PURPOSE

Throughout 2018 and 2019, WFP Syria Country Office has considerably invested in improving the quality of its Programme activities, ensuring that corporate programme standards are met in the transition from a pure emergency operation towards an Interim Country Strategic Plan. Accountability to Affected Populations (AAP) is an area that has seen considerable improvement through the development and testing of a hotline-based Beneficiary Feedback Mechanism, intended to provide beneficiaries an opportunity to communicate complaints and raise questions about WFP programmes. Another area of AAP that requires additional investment is the communication from WFP to beneficiaries. This can entail general information about WFP programme objectives, entitlements, targeting criteria, processes, etc., as well as ad hoc information campaigns around changes operations (e.g. the retargeting exercise) or informative messaging (e.g. nutritional messaging). Under the supervision and guidance of the AAP Adviser and in close coordination with Programme Activity Managers and Field Office colleagues, it will be the role of the Programme Policy Officer (Community Engagement) to develop the messaging for community engagement in a form that is appealing and adapted to the information requirements of WFP's target group, as well as identify the appropriate channels through which such messaging will most effectively reach WFP's beneficiaries. The Programme Policy Officer (Community Engagement) will report directly the AAP adviser under the overall supervision of the Head of Gender, Protection and AAP Programme unit. The position is based in Damascus with travel to Field Offices as required.

## KEY ACCOUNTABILITIES (not all-inclusive)

- Conduct communication and information needs assessments in close coordination with FOs and Activity Managers
- Conduct a mapping on information activities from WFP and partners and maintain oversight over the activities
- Map existing channels of beneficiary communication, evaluate their effectiveness and identify best practices to be standardized and replicated, as well as gaps to be addressed (with FOs and CPs)
- Support CO functional teams and the FOs in enhancing information provision activities to affected populations
- Under the guidance of the technical programme teams, develop communication strategies for recurrent messages and campaigns targeted at WFP's beneficiaries on specific topics (e.g. awareness raising around disabilities)
- Work with FOs and CPs to identify and replicate best practices, and conduct capacity building and cross-learning as needed
- Ensure effective, integrated and coordinated messaging on WFP's programmes and initiatives through WFP field monitors/TPMs, WFP FO and CO staff, and CPs; review and update messages for the different audiences and closely engage with the BFM colleagues to ensure alignment with information provided through the BFM
- In coordination with activity managers and FOs draft and edit promotional and/or communication materials (including visual materials) to raise the profile of WFP activities, including for cross-functional initiatives, such as PSEA, the call center, the re-targeting exercise, among affected populations and humanitarian actors (nationally and globally), including communicating updates to the RB and HQ
- Support the programme unit in developing visual materials and presentation on WFP programme activities
- Other duties as required

## **4Ps CORE ORGANISATIONAL CAPABILITIES**

### **Purpose**

- Understand and communicate the Strategic Objectives: Understands WFP's Strategic Objectives and the link to own work objectives.
- Be a force for positive change: Flexibly adapts individual contributions to accommodate changes in direction from supervisors and internal/external changes (such as evolving needs of beneficiaries, new requirements of partners).
- Make the mission inspiring to our team: Recognizes and shares with team members the ways in which individual contributions relate to WFP's mission.
- Make our mission visible in everyday actions: Sets own goals in alignment with WFP's overall operations, and is able to communicate this link to others.

### **People**

- Look for ways to strengthen people's skills: Assesses own strengths and weaknesses to increase self-awareness, and includes these in conversations on own developmental needs.
- Create an inclusive culture: Participates in open dialogue, and values the diverse opinion of others, regardless of background, culture, experience, or country assignment.
- Be a coach & provide constructive feedback: Proactively seeks feedback and coaching to build confidence, and develop and improve individual skills.
- Create an "I will"/"We will" spirit: Participates in accomplishing team activities and goals in the face of challenging circumstances.

### **Performance**

- Encourage innovation & creative solutions: Shows willingness to explore and experiment with new ideas and approaches in own work.
- Focus on getting results: Consistently delivers results within individual scope of work on time, on budget and without errors.
- Make commitments and make good on commitments: Commits to upholding individual accountabilities and responsibilities in the face of ever-changing country or functional priorities.
- Be Decisive: Makes rational decisions about individual activities when faced with uncertain circumstances, including in times of ambiguity regarding information or manager direction.

### **Partnership**

- Connect and share across WFP units: Seeks to understand and adapt to internal or cross-unit teams' priorities and preferred working styles.
- Build strong external partnerships: Demonstrates ability to understand and appropriately respond to and/or escalate needs of external partners.
- Be politically agile & adaptable: Portrays an informed and professional demeanor toward internal and external partners and stakeholders.
- Be clear about the value WFP brings to partnerships: Provides operational support on analyses and assessments that quantifies and demonstrates WFP's unique value as a partner.

## FUNCTIONAL CAPABILITIES

Capability Name	Description of the behaviour expected for the proficiency level
<b>Programme Lifecycle &amp; Food Assistance</b>	Demonstrates ability to identify key variables and contextual factors that affect food assistance problems and programmes throughout the lifecycle to inform quality programme design or re-design.
<b>Transfer Modalities (Food, Cash, Voucher)</b>	Demonstrates ability to analyse and consolidate quantitative and qualitative information from different sources (e.g., market studies) to inform transfer modality selection and programme development.
<b>Broad Knowledge of Specialized areas (i.e. Nutrition, VAM, etc.)</b>	Demonstrates the ability to interpret basic data in the context of WFP specialised fields to contribute to technical programme design, implementation and monitoring.
<b>Emergency Programming</b>	Displays capacity to provide inputs into the development, implementation and realignment of high quality emergency programmes.
<b>Strategic Policy Engagement w/ Government</b>	Develops thorough recommendations using multiple inputs (e.g., government counsel, research, own experience) to strengthen national or subnational entities and government owned food and nutrition security programmes.

## STANDARD MINIMUM QUALIFICATIONS

Education: Advanced University Degree Or First University Degree in media, communications, journalism, marketing, social science, education, graphic design or related area.

Language: Fluency (level C) in English and Arabic languages .

## DESIRED EXPERIENCES FOR ENTRY INTO THE ROLE

- **With an Advanced University Degree** : A minimum of one year of post graduate relevant professional experience in developing information/communication material or campaigns which were tailored to specific target groups is required; humanitarian/development experience working on community engagement in the field (actual setting where a project is being implemented) or other related area is desirable .
- **With a First University Degree** : Three years post graduate relevant professional experience in developing information/communication material or campaigns which were tailored to specific target groups is required; humanitarian/development experience working on community engagement in the field (actual setting where a project is being implemented) or other related area is desirable

### Knowledge & Skills:

Knowledge of communications concepts to produce effective communication material; knowledge of a wide range of humanitarian/development assistance, with a focus on communication or community engagement; graphic design skills; works collaboratively with colleagues to achieve goals

## 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 short-listed candidates, who meet the minimum requirements for the advertised position, shall be contacted
- *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**

Internal candidate :

<https://performancemanager5.successfactors.eu/sf/jobreq?jobId=119263&company=C0000168410P&username=>

External candidate :

<https://job-listing.wfp.org/sfcareer/jobreqcareer?jobId=119263&company=C0000168410P&username=>

**As WFP is dedicated to the goal of building a diverse and inclusive workplace and committed to have a multicultural environment to foster creativity and productivity,**

**Females and Individuals with Special Needs are strongly encouraged to apply**

*WFP has zero tolerance for discrimination and does not discriminate on the basis of HIV/AIDS status.*

*No appointment under any kind of contract will be offered to members of the UN Advisory Committee on Administrative and Budgetary Questions (ACABQ), International Civil Service Commission (ICSC), FAO Finance Committee, WFP External Auditor, WFP Audit Committee, Joint Inspection Unit (JIU) and other similar bodies within the United Nations system with oversight responsibilities over WFP, both during their service and within three years of ceasing that service.*