

## UN VOLUNTEER DESCRIPTION OF ASSIGNMENT

### Preamble:

The United Nations Volunteers (UNV) programme is the UN organization that promotes volunteerism to support peace and development worldwide. Volunteerism can transform the pace and nature of development and it benefits both society at large and the individual volunteer. UNV contributes to peace and development by advocating for volunteerism globally, encouraging partners to integrate volunteerism into development programming, and mobilizing volunteers.

In most cultures, volunteerism is deeply embedded in long-established, ancient traditions of sharing and support within the communities. In this context, UN Volunteers take part in various forms of volunteerism and play a role in development and peace together with co-workers, host agencies and local communities.

In all assignments, UN Volunteers promote volunteerism through their action and conduct. Engaging in volunteer activity can effectively and positively enrich their understanding of local and social realities, as well as create a bridge between themselves and the people in their host community. This will make the time they spend as UN Volunteers even more rewarding and productive.

1. **Assignment title:** Communications Associate
2. **Host entity:** World Food Programme
3. **Volunteer category:** National UN Volunteer
4. **Duty station, country:** Colombo, Sri Lanka
5. **Number of UN Volunteers:** 1
6. **Duration (in months):** **6 months**
7. **Possibility of extension\*:** Yes

\*Dependent on continuation of mandate, availability of funding, operational necessity and satisfactory performance; there is no guarantee of assignment extension.

8. **Assignment family status:** Family assignment
9. **Expected starting date:** Immediate

### 10. Organizational context and brief project description:

The United Nations World Food Programme is the world's largest humanitarian agency working towards a world with Zero Hunger (SDG 2). Every day, WFP works worldwide so that the poorest and most vulnerable, particularly women and children, can access the nutritious food they need.

WFP has been present in Sri Lanka since 1968 providing assistance to the country in emergency response and recovery interventions in the aftermath of disasters. WFP Sri Lanka is currently in the final phase of its five-year Country Strategic Plan (CSP 2018-2022) which supports Sri Lanka's national development vision.

The CSP has four major Strategic Outcomes:

- Strategic outcome 1: Crisis-affected people have access to food all year round.

- Strategic outcome 2: School-age children in food-insecure areas have access to food all year round.
- Strategic outcome 3: Children under 5, adolescent girls and women of reproductive age have improved nutrition by 2025; and
- Strategic outcome 4: Vulnerable communities and smallholder farmers have strengthened livelihoods and resilience to shocks and stresses all year round.

With the onset of the economic crisis in Sri Lanka, WFP scaled up its programmes to respond to the impacts of it. Through its emergency response operations WFP aims to reach up to 3.4 million people with food and nutrition assistance.

The UNV is required to perform specialized communication processes and general administrative tasks that support the creation of communications content and the delivery of communications services aimed at maintaining and enhancing WFP's visibility and reputation and supporting fundraising activities.

Under the supervision and guidance of the Communications Officer, the UNV will be required to work with staff members and external stakeholders, including partner organisations and suppliers among others, to achieve the desired outcomes.

## 11. Sustainable Development Goals: 2. Zero Hunger

### Supervision, induction and duty of care of UN Volunteers ([Roles and Responsibilities of Host Entities](#))

UN Volunteers should be provided equal duty of care as extended to all host entity personnel. Host entity support to the UN Volunteer includes, but is not limited to:

- Introductory briefings about the organisation and office-related context including security, emergency procedures, good cultural practice and orientation to the local environment;
- Support with arrival administration and official processes as required;
- Structured guidance, mentoring and coaching by a supervisor including a clear workplan and performance appraisal;
- Access to office space, equipment, IT support and any other systems and tools required to complete the objectives of the assignment including a host entity email address;
- Access to shared host entity corporate knowledge, training and learning;
- Ensure that UN Volunteers are provided all necessary security measures as per the United Nations Security Management System (UNSMS);
- Leave management;
- DSA for official travel, when applicable;
- All changes in the Description of Assignment occurring between recruitment and arrival or during the assignment need to be formalized with the United Nations Volunteer Programme;
- Investigate misconduct: sharing reports with the UNV;
- Provide emergency assistance, e.g. the death of volunteer or medical evacuation, in collaboration with UNV. Accept letters of guarantees or potential liabilities for covering medical costs not claimable under medical insurance in extraordinary situations (e.g. isolation facilities' services during pandemics).

## 12. Description of tasks:

Within the delegated authority and under the supervision of the Communications Officer or his/her designated mandated representative(s), the UNV as a Communications Associate will:

- Produce, or support in the production of, written documents including social media posts, human interest stories, fact sheets, reports, etc to meet expected quality standards.
- Develop audio visual materials including obtaining photographs, creating basic videos and designing social media posts, posters, banners and other visibility materials.
- Support in the smooth functioning of WFP social media accounts by developing social media content and publishing posts according to a pre-planned content calendar to meet WFP's objective of enhancing visibility, including donor visibility and engaging with stakeholders.
- Provide communication-related assistance for special events, such as donor missions, and support/ coordinate media coverage, with timely follow up to optimise publicity of WFP's activities.
- Monitor traditional and digital media – including WFP's social media platforms -- and report information related to WFP and its mandate, including those that involve reputational risks (ex: negative comments about WFP).
- Perform general administrative and coordination processes to support in the development, preparation, execution and dissemination of communication campaigns for target audiences.
- Manage and update internal records, including WFP's photo repository and donor visibility records, to ensure the information is accurate, organised and readily available for others to access.
- Deputize for the Communications Officer and carry out any other related duties, as assigned.
- Travel to field, when required, to capture content for communication products.

Furthermore, UN Volunteers are encouraged to integrate the UN Volunteers programme mandate within their assignment and promote voluntary action through engagement with communities in the course of their work. As such, UN Volunteers should dedicate a part of their working time to some of the following suggested activities:

- Strengthen their knowledge and understanding of the concept of volunteerism by reading relevant UNV and external publications and take active part in UNV activities (for instance in events that mark International Volunteer Day);
- Be acquainted with and build on traditional and/or local forms of volunteerism in the host country;
- Provide annual and end of assignment self-reports on UN Volunteer actions, results and opportunities.
- Contribute articles/write-ups on field experiences and submit them for UNV publications/websites, newsletters, press releases, etc.;
- Assist with the UNV Buddy Programme for newly-arrived UN Volunteers;
- Promote or advise local groups in the use of online volunteering or encourage relevant local individuals and organizations to use the UNV Online Volunteering service whenever technically possible.

## 13. Results/expected outputs:

- As an active WFP team member, efficient, timely, responsive, client-friendly and high-quality support rendered to WFP and its beneficiaries in the accomplishment of her/his functions, including:
  - Under guidance from the Communications Officer, develop a pre-planned social media content plan across the contracted period and ensure timely scheduling of approved posts.
  - Develop a minimum two social media posts a week, including drafting of caption and design of accompanying visual/ sourcing appropriate image from available resources.
  - Monitor social media platforms at least once every weekday and report instances involving potential reputation risks to the Communications Officer (only when needed)

- Update WFP's donor visibility records so it captures all donor visibility content carried out during contract period.
- Produce a minimum 2 written or audio visual materials (visibility materials such as banners/posters, basic videos for social media, etc).
- Age, Gender and Diversity (AGD) perspective is systematically applied, integrated and documented in all activities throughout the assignment
- A final statement of achievements towards volunteerism for peace and development during the assignment, such as reporting on the number of volunteers mobilized, activities participated in and capacities developed

#### 14. Qualifications/requirements:

Required Education Level: Bachelor's degree

Required Experience: Minimum 3 years

- Bachelor's Degree in the field of communications, public relations, journalism, business, international relations or equivalent.
- At least 3 years' professional work experience in communications, advocacy, marketing, journalism or related field. Experience working in a UN agency is an asset, as is experience working in other international development organisations.
- Excellent oral and written skills in English for producing public-facing content with the ability to write short pieces of content (ex: social media posts, human interest stories, etc).
- Fluency in the local language (Sinhala) to review content prior to dissemination, monitor traditional and digital media content – including WFP's own social media platforms – in managing reputational risks, etc.
- Minimum 1 year experience in developing straightforward audiovisual content (still images and video) using basic tools, such as Canva, Microsoft Publisher, etc, or advanced software, such as Adobe Illustrator.
- Familiarity and basic skills for obtaining and editing photos and footage to capture WFP's work in action.
- Familiarity with managing popular social media platforms (Facebook, Instagram and Twitter) is an advantage.
- Strong overall computer literacy, including proficiency in various MS Office applications (Excel, Word, etc.) and email/internet.
- Self-motivated, ability to work with minimum supervision; ability to work with tight deadlines.
- Sound knowledge of the local environment, including cultural, social and other sensitivities, current context, etc to contribute towards the Unit's management of reputational risks in WFP's public-facing content.
- Excellent interpersonal skills with the ability to work closely with a range of stakeholders, including the media, other UN agencies, staff members, partner organisations, etc.

b) Competencies and values:

- **Professionalism:** demonstrated understanding of operations relevant to WFP; technical capabilities or knowledge relevant or transferrable to the World Food Programme's procedures and rules; discretion, political sensitivity, diplomacy and tact to deal with clients; ability to apply good judgement; ability to liaise and coordinate with a range of different actors, especially in senior positions; where appropriate, high degree of autonomy, personal initiative and ability to take ownership; resourcefulness and willingness to accept wide responsibilities and ability to work independently under established procedures; ability to manage information objectively, accurately and confidentially; responsive and client-oriented;
- **Integrity:** demonstrate the values and ethical standards of the UN and the World Food Programme in daily activities and behaviours while acting without consideration of personal gains; resist undue political pressure in decision-making; stand by decisions that are in the organization's interest even if they are unpopular; take prompt action in cases of unprofessional or unethical behaviour; does not abuse power or authority;
- **Teamwork and respect for diversity:** ability to operate effectively across organizational boundaries; excellent interpersonal skills; ability to establish and maintain effective partnerships and harmonious working relations in a multi-cultural, multi-ethnic, mixed-gender environment with sensitivity and respect for diversity; sensitivity and adaptability to culture, gender, religion, nationality and age; commitment to implementing the goal of gender equality by ensuring the equal participation and full involvement of women and men in all aspects of UN operations; ability to achieve common goals and provide guidance or training to colleagues;
- **Commitment to continuous learning:** initiative and willingness to learn new skills and stay abreast of new developments in area of expertise; ability to adapt to changes in work environment.
- **Planning and organizing:** effective organizational and problem-solving skills and ability to manage a large volume of work in an efficient and timely manner; ability to establish priorities and to plan, coordinate and monitor (own) work; ability to work under pressure, with conflicting deadlines, and to handle multiple concurrent projects/activities;
- **Communication:** proven interpersonal skills; good spoken and written communication skills, including ability to prepare clear and concise reports; ability to conduct presentations, articulate options and positions concisely; ability to make and defend recommendations; ability to communicate and empathize with staff (including national staff), military personnel, volunteers, counterparts and local interlocutors coming from very diverse backgrounds; capacity to transfer information and knowledge to a wide range of different target groups;
- **Flexibility:** adaptability and ability to live and work in potentially hazardous and remote conditions, involving physical hardship and little comfort; to operate independently in austere environments for protracted periods; willingness to travel within the area of operations and to transfer to other duty stations within the area of operations as necessary;
- **Genuine commitment towards the principles of voluntary engagement,** which includes solidarity, compassion, reciprocity and self-reliance; and commitment towards the World Food Programme's mission and vision, as well as to the UN Core Values.

c) Language skills

Fluency in spoken and written English is required;

Fluency in Sinhala is required;

Fluency in Tamil is preferred;

### 15. Living Conditions:

Colombo is located on the Western Province of Sri Lanka and is the commercial capital of the country. Colombo is located on the west coast of the island and adjacent to the administrative capital, Sri Jayawardenepura, Kotte. The climate is temperate all throughout the year, but humidity is usually high. From March to April the temperature averages around 31 degrees Celsius (88 degrees Fahrenheit). The only major change in the Colombo weather occurs during the monsoon seasons from May to August and October to January when heavy rainfall occurs.

As this is a national UN Volunteer assignment, the UN Volunteer will be responsible for arranging his/her own housing and other living essentials.

### 16. Conditions of Service for national UN Volunteers

The contract lasts for the period indicated above with possibility of extensions subject to availability of funding, operational necessity and satisfactory performance. However, there is no expectation of renewal of the assignment.

Travel to duty station (if applicable) and a Travelling Allowance will be provided in the event the duty station is not within commuting distance from the place of recruitment. The applicable Volunteer Living Allowance (LKR 100418.58) is provided monthly to cover housing, utilities and normal cost of living expenses. Life, health and permanent disability insurance are included (health insurance for up to 3 dependents), as well as final repatriation (if applicable) and resettlement allowance for satisfactory service.

Furthermore, in non-family duty stations that belong to hardship categories D or E, as classified by the ICSC, a Well-Being Differential (WBD) will be provided monthly.

### 17. TO APPLY:

Submit your CV with a cover letter (in English) and contact information (telephone/email) by email to [info@unvfk.org](mailto:info@unvfk.org) clearly indicating the post title "**Communications Associate-WFP**" in the subject line of the email, by the 23.11.2022 (Wednesday-11:59 pm).

*United Nations Volunteers is an equal opportunity programme which welcomes applications from qualified professionals. We are committed to achieving diversity in terms of gender, care protected characteristics. As part their adherence to the values of UNV all UN Volunteers commit themselves to combat any form of discrimination, and to promoting respect for human rights and individual dignity, without distinction of a person's race, sex, gender identity, religion, nationality, ethnic origin, sexual orientation, disability, pregnancy, age, language, social origin or other status"*