

Vacancy announcement

Position	PPP Communication Officer	Starting date	ASAP
Location	Amman, Jordan (to work on the Whole of Syria mission)	Type of contract	Fixed Term
Contract duration	Until April 30 th 2022	Security Risk Level	Sensitive (2/4)

About ACTED

Since 1993, as an international non-governmental organization, ACTED has been committed to immediate humanitarian relief to support those in urgent need and protect people's dignity, while co-creating longer term opportunities for sustainable growth and fulfilling people's potential. ACTED endeavors to respond to humanitarian crises and build resilience; promote inclusive and sustainable growth; co-construct effective governance and support the building of civil society worldwide by investing in people and their potential.

We go the last mile: ACTED's mission is to save lives and support people in meeting their needs in hard-to-reach areas. With a team of 5,900 national staff 400 international staff, ACTED is active in 38 countries and implements more than 500 projects a year reaching over 20 million beneficiaries. More on www.acted.org

Position context and key challenges

In 2019, 12 million people in Syria were in need of humanitarian assistance, including internally displaced people, host community members and returnees. Among these, 6.2 million are in acute need of water, hygiene and sanitation assistance, 4.7 million people in need of shelter support and 6.5 million face food insecurity. Active armed conflict displaced 1.6 million people in 2019 alone, including in the northwest of Syria (1 million IDPs concentrated in Idlib) and in the northeast (170 000 IDPs). Overall in 2019, Syria hosted 6.2 million IDPs, 850,000 of whom were settled in last resort sites (i.e. formal and informal camps) and therefore entirely reliant on humanitarian assistance.

In 2019, ACTED continued to deliver multisectoral emergency assistance to conflict affected communities, while supporting their efforts to create opportunities and solutions for recovery. ACTED provided large-scale responses to approximately 3 million people through water, hygiene and sanitation, shelter and non-food items, food security and livelihoods, and camp coordination and camp management (CCCM) interventions.

In-camp, ACTED ensured access to water, sanitation and hygiene for over 364,000 people, and established itself as a key CCCM stakeholder. Out of camp, ACTED supported newly displaced households with emergency food and key non-food items to meet their basic needs.

ACTED also contributed to economic recovery, by supporting livelihoods and providing assistance alongside the agricultural value chain in targeted communities. Through civil society and technical governance mechanisms, ACTED further supported the long-term restoration of services to enhance the resilience of conflict-affected communities.

Key roles and responsibilities

The PPP Communications Officer is charged with two broad roles within ACTED's contribution to the PPP.

As part of a Pilot Programmatic Partnership (PPP) funded by ECHO, ACTED will support crisis-wide multi-sectorial prioritization and response by humanitarian actors, and meet the immediate needs of vulnerable forcibly displaced populations both in and out-of-camp in 9 target countries (Burkina Faso, Iraq, Syria, Democratic Republic of Congo, Somalia, South Sudan, CAR, Uganda and Nigeria).

The PPP Communication Officer is responsible for the planning and implementation of communication activities in line with contractual obligations, budget line, project planning and ACTED's global communication processes and procedures. Working closely with the PPP Project Coordination, the communication focal points in PPP target countries, and the Communication Department in ACTED's HQ in Paris, the PPP Communication Officer is responsible for designing, organizing, and streamlining communication activities across PPP countries. He or she ensures the planning, coordination and implementation of activities as per contractual obligations.

Planning and Management of all Communications Activities (50%): In liaison with communication focal points within the nine countries of intervention and ACTED's HQ Communications Department (based in Paris), the PPP communication officer will support ACTED's country teams in the planning and management (including logistical) of all visits from media and communications professionals to ensure all objectives, key messaging and outputs are respected in line with the contractual obligations.

Collection, Production and Dissemination of Communications Content (50%): In addition to his or her management duties, the officer plays a practical role in the collection of 'raw' communications content (images, video footage, beneficiary stories etc), both personally and through coordination with ACTED's field staff. He or she will also oversee the development, animation, and dissemination of communication tools, information supports and external and internal visibility operations of ACTED based on both ongoing liaisons with staff in the target countries, as well as through his or her own visits to these regions.

You will be in charge of:

- **Planning and Management of online, print and TV Media Visits**

- Outreach to and coordination with local and international media to facilitate visits to project locations based on judgement of the most appropriate timing in relation to project development.
 - Coordination with field teams to schedule, plan and execute field mission; ensuring accordance with appropriate ACTED protection standards and procedures.
 - Follow up with journalists to track publishing and boost the most strategically relevant content through ACTED channels.
 - Investigate the most suitable forms of TV advertising offered within the assigned budget and maximize the dissemination of video content towards a television audience.
 - Write a detailed report on the successes and lessons learned of the visits and subsequent products/campaigns.
- **Planning and Management of Photographer Visits**
 - Outreach to and coordination with local and international photographers to facilitate visits to project locations based on judgement of the most appropriate timing in relation to project development.
 - Coordination with field teams to schedule, plan and execute field mission; ensuring accordance with appropriate ACTED protection standards and procedures.
 - Follow up with photographers to consolidate content and suggest the most impactful utilisation of the images across the range of media available to ACTED i.e. photo stories, articles, inclusion in social media campaigns.
- **Organisation of Social Media Campaigns**
 - Provide initial report of analysis (including clear recommendations vis a vis formats) of current social media trends to integrate into campaigns.
 - In conjunction with HQ Communications department, select the most appropriate content for inclusion for social media campaigns.
 - Provide ongoing monitoring and follow up analysis of campaigns.
 - Create Lessons Learned for each subsequent campaign to ensure improvement over time.
- **Collection and Dissemination of Communications Content on Ongoing Basis**
 - Collection of content for regular articles, photo stories, beneficiary stories, press releases, in English and French, for ACTED's communication materials and for dissemination in other media.
 - Collect photos, videos and beneficiary stories to facilitate the production of articles; photo stories, social media posts and other materials on an ongoing basis while building the capacity of in-country teams to collect such content.
 - Design, elaboration, writing and follow-up of print communication supports (brochures, documents, communication supports, etc.).
 - Ensure that all media outputs are in alignment with the agreed key messaging outlined in the communications strategy.
- **Training of Field Staff:**
 - Ongoing training for in-country staff on Protocols and Best Practices in Relation to Photography, Video, and Collection of Beneficiary Stories to facilitate their contribution to materials.
- **Project Management and Follow up**
 - Prepare the work plan and time schedules for implementing the communication activities.
 - Coordinate and implement day to day activities with stakeholders in country ensuring that technical quality and ACTED policies are considered and respected during project(s) implementation.
 - Ensure activities are on time, target and budget, using effective M&E systems to reach desired impacts.
 - Provide regular and timely updates on progress and challenges to the PPP Coordinator and ACTED HQ
 - Properly store and keep organized record of all communication activities
 - Support the PPP Coordination in preparing contractual and non-contractual reporting activities for the donor
 - Send accurate and precise order forms in a timely manner;
 - Ensure a proper management and use of the project assets;
 - Forecast planned expenses for the implementation of the communication activities and submit to the PPP Coordinator and Finance WOS
 - Document lessons learned, best practices and Comms SOPs and share them with the PPP Coordinator and ACTED HQ
 - Ensure adherence to donor communication and visibility procedures and guidelines
 - Support the Project Manager in the preparation of progress and final reports, ensuring the quality and accuracy of technical information for the communication activities
 - Any other tasks as assigned by the Line Manager

Required qualifications and technical competencies

- Master degree in communication/marketing;
- At least 1-2 years of professional experience in humanitarian and/or development organisations or EU institutions. Professional experience with EU donors is an asset;
- Campaign/project management, planning and budgeting skills; such experience at international level is an asset;
- Experience in the field of press relations;
- Experience of community/audience management;
- Excellent interpersonal and writing skills;
- Skills in coordination/liaison;
- Excellent organizational and communication skills with staff and communities;
- Synthesis, multitasking and priority management skills;
- Adaptability, autonomy, flexibility, dynamism, reactivity and proactivity is essential, as well as the ability to plan, take initiative and work independently and under pressure;
- Knowledge of the region and/or PPP target countries is an asset.
- Fluency in French is a plus

Conditions

- Salary between 1500 and 1700€ monthly (before income tax), depending on the level of education, security level, etc as well as a monthly living allowance of \$300
- Contribution to a housing allowance of up to 75% of ACTED benchmark or accommodation and food provided in ACTED guesthouse
- Pension, health insurance, life insurance and repatriation assistance (& unemployment insurance for EU citizens)
- Flight tickets every 6 months & visa fees covered
- Contribution to the luggage transportation: up to 100 kgs, depending on the length of the contract
- Annual leave of 25 to 43 days per year
- One week pre-departure training in ACTED HQ, including a 3-days in situ security training
- Tax advice (free 30-minute call with a tax consultant)
- Psychological assistance

How to Apply

Please send your application (cover letter + resume) to jobs@acted.org under **Ref: COMO PPP/WOS**