

TERMS OF REFERENCE

Digital Engagement Assistant -Intranet, LICA 4

UNHCR Copenhagen

Position Title:	Digital Engagement Assistant -Intranet, LICA 4
Contract/Level:	UNOPS LICA-4 (equivalent to G4)
Category:	UNOPS
Section/Unit:	Digital Engagement Section, UNHCR Denmark
Duty Station:	Copenhagen, Denmark
Duration:	1st May 2017 – 31st December 2017
Closing Date:	26th April 2017

Background Information:

Established in December 1950, the Office of the United Nations High Commissioner for Refugees (UNHCR) is mandated to lead and coordinate international action to protect and assist refugees and other persons of concern. For more than six decades, UNHCR's work has helped over 50 million refugees restart their lives. UNHCR teams are in the field in over 125 countries, using their expertise to protect and care for nearly 65 million people who have been forced to flee their homes.

The position sits in UNHCR's Division of External Relations, Digital Engagement Section, Intranet team. The core objective of this team is to help UNHCR improve digital engagement with internal key audiences.

The Digital Engagement Associate will assist the Senior Digital Engagement Officer (Intra) with management of the intranet and its long term development, user engagement and user training

The Digital Engagement Associate will function under the guidance and supervision of the Senior Digital Engagement Officer (Intra).

Duties and Responsibilities:

Under the Supervision of the Senior Digital Engagement Officer (Intra), the incumbent will:

Intranet support

- Assist in overseeing the content and layout of the UNHCR intranet
- Helps construct new sections and pages, and posts content to the intranet as per the UNHCR web, editorial and branding standards
- Monitors analytics of the UNHCR intranet
- Collects intranet user feedback

- Acts as a helpdesk for publishing requests

User engagement

- Assists in research for Intranet content and compiles information;
- Liaises with colleagues within UNHCR to identify possible content
- Assists in coordination with stakeholders for producing content and editorial products
- Assists in planning of intranet workshops, working groups and committees

Intranet development

- Assists in planning and coordination of intranet development phases

Training

- Provide formal and ad-hoc training for intranet stakeholders
- Documents policies, procedures and training materials for the intranet

Create reports and dashboards

- Create reports and dashboards for intranet analysis and segmentation purposes

Work with consultant and other vendors

- Liaise on a technical level with consultants and 3rd party vendors

Other administrative tasks

- Assist the Senior Digital Engagement Officer (Intra) with administrative tasks
- Travel may be required to UNHCR offices for workshops or training sessions

Outputs:

- Intranet support is provided in a timely and professional manner
- Intranet user engagement tasks are undertaken when needed and cover arranged if not possible
- Training and documentation are provided
- Reports and Dashboards are created and maintained as is necessary

Essential Minimum Qualifications and Professional Experience Required:

Education

- Secondary Education and preferably with further education in the fields of communications, knowledge management and information management

Work Experience

- 4 yrs of relevant professional experience in digital engagement and web management in a humanitarian context is strongly preferred.

Language

- Fluency in English both written and spoken
- Fluency in French or Spanish is an advantage

Required and Desired Skills & Competencies:

- Experience with html and Content management Systems
- Knowledge and experience of digital engagement and web publishing
- Knowledge of information and knowledge management techniques and tools
- Experience in project management
- Ability to work independently and as part of a team

Location:

UNHCR Copenhagen, UN City, Marmorvej 51, 2100 Copenhagen Ø.

Applications:

Interested applicants should submit their letter of motivation and Personal History Form (P11), including testimonials/degrees/certificates to DENCOCMUHR@unhcr.org indicating ***“Digital Engagement Assistant -Intranet LICA 4”*** in the subject of the email.

P11 forms are available on www.unhcr.org/recruit/p11new.doc

Closing date for receipt of applications: Wednesday 26th April 2017