



UNHCR

United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

Terms of Reference

Associate Media Impact Analytics Officer, International Specialist IICA I (UNOPS), Corporate Communication Section, UNHCR Copenhagen

UNHCR, the UN Refugee Agency, is seeking an Associate Media Impact Analytics Officer, Specialist ICA I (UNOPS) within the Corporate Communication Section, of the Division of Externa Relations (DER).

Title: Associate Media Impact Analytics Officer

Duty Station: Copenhagen, Denmark

Duration: 1 February 2019 - 31 December 2019

Contract Type: International Specialist, IICA I (equivalent to P2)

Closing date: 02 December 2018

Background and Organizational context

UNHCR is a global organization dedicated to saving lives, protecting rights and building a better future for refugees, forcibly displaced communities and stateless people. Every year, millions of men, women and children are forced to flee their homes to escape conflict and persecution. We are in over 125 countries, using our expertise to protect and care for millions.

The Corporate Communication Section has observed a huge increase in the demand for research and analysis support. This has coincided with a number of existing projects increasing their scope and therefore requiring additional staff capacity to complete.

In order to meet the demand for additional work, the Research and Analysis team requires an additional specialised staff member to support existing work, complete design projects and assume responsibility for new work streams.

Due to the nature of our work, the required staff member needs to possess the following sets of specialised skills:

1. Advanced design skills and knowledge of In Design, Illustrator, Photoshop and Microsoft Publisher.
2. Advanced knowledge of the following media monitoring tools: Vuelio / Cision / TrendKite, Sysomos, Power BI, on-platform social analytic tools and TV Eyes.

Duties and responsibilities

Under the overall supervision of the supervisor, the main tasks and responsibilities of the Associate Analytics Officer will be to:

- Manage the design upgrade of reports, presentations and research material. This will require an advanced knowledge of the following design programmes (In Design, Illustrator, Photoshop and Microsoft Publisher).
- Lead in the running and management of UNHCR's media monitoring software tools. This will cover broadcast, online, social and print media as well as tools relating to our website.
- Support reporting process by retrieving/processing data, updating data based on a pre-defined report structure, and can analyse/interpret data to produce insights and recommendations.
- Leading in the production of regular and ad-hoc media reports. This will include producing power point presentations, campaign summary reports, infographics, specialist technical reports and recommendation papers.
- Providing monitoring/research support to UNHCR field offices and HQ departments. This will involve calibrating the monitoring software based on the specified interests/requirements, providing colleagues the relevant raw data included with instructions on how to best process the results.
- Perform other data and information management-related duties as required.
- Offer additional technical monitoring assistance as required.

Essential minimum qualifications and professional experience required

- Bachelor's or Master's degree in Design, Information Technology, Computer Science, Management of Information Systems, Communications, Social Sciences and related field (required).
- University level qualifications (Bachelor's or Master's degree) that include the completion of one or more research modules (i.e. "research methods" or a dissertation/thesis utilising one or more research methods). This should include an understanding of basic qualitative and quantitative research methods (required)
- Minimum of 2 years work experience relevant to the function, specifically related to software tools and graphic design experience (required).
- Demonstrated ability in managing data and information, including design, processing, analysis, publication and evaluation (required). Advanced experience using the following digital design tools (In Design, Illustrator, Photoshop and Microsoft Publisher) (required)

Key Competencies

- Language: Fluency in English (required). Knowledge of another UN language (desirable).
- Essential Competencies:
 - Team working
 - Communication skills
 - Inter-personal skills
 - Technological Awareness
 - Planning and Organizing
- Required and Desirable Competencies:

- Technical

Advanced knowledge of the Adobe Design suite (InDesign, Photoshop, Illustrator) (required)

Demonstrates knowledge of digital media analytics and a genuine desire to learn and develop.

Experience and advanced knowledge using one or more media monitoring software tools. This includes an ability to write search terms in Boolean search language (required).

Experience using Google Analytics and its e-commerce, event tracking, acquisition and behavior functionalities (required).

Excellent research and analytical skills using statistical processing software (e.g. MS Excel) (required).

Experience using Microsoft Office (Word, Excel, Publisher, PowerPoint and Outlook) (required).

Data management. Capable of building and maintaining databases and filing systems (required).

- General

Quality Assurance of all work streams, this includes monitoring software and reporting documents. Ensuring all outputs are of a consistently high quality and pay attention to detail.

Highly organized, able to multi-task and prioritize work load when necessary.

Good writing and documentation skills, demonstrating high levels of attention to detail.

Ability to work in an incredibly fast paced working environment, keeping to strict reporting deadlines.

Works well in a team and has a strong work ethic: strives to deliver high-quality, error-free deliverables and communicates well both in writing and face to face, in a multicultural environment

- Knowledge of UNHCR's brand book and design style guide (desirable).

- Knowledge of HTML, JavaScript, log file analysis and database design (desirable).

Location

The successful candidate will be based with the UNHCR team in Copenhagen, Denmark

To apply

Interested applicants should submit their letter of motivation, Personal History Form (P11), and CV to dencocmuhr@unhcr.org indicating ***“Associate Media Impact Analytics Officer”*** in the subject of the email.

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

Closing date for receipt of applications: 02 December 2018

Issued on 23 November 2018