



UNHCR

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

Terms of Reference

Assistant Analytics Officer

Corporate Communications Section

Title: Assistant Analytics Officer

Duty Station: Copenhagen, Denmark

Duration: 01/03/2019 through 31/12/2019

Contract Type: International-Specialist, ICA Level I

Closing date: 9 January 2019

Start date: 01 March 2019

UNHCR, the UN Refugee Agency, is offering a full time positions as Assistant Analytics Officer within the *Corporate Communications Team* in our *Copenhagen Headquarters in Denmark*.

The position will be within UNHCR's Corporate Communications Section, which sits within the Department of External Relations (DER) and serves departments both within DER and the wider organization.

UNHCR is a global organisation 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 130 countries, using our expertise to protect and care for millions.

Organisational context

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 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. Knowledge of media monitoring, social listening and website evaluation tools.

Key Competencies

The ideal candidate has:

Experience using one or more 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 behaviour functionalities (required).

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

Working knowledge of UNHCR's brand book and design style guide (desirable).

Working knowledge of HTML, JavaScript, log file analysis and database design (desirable).

Purpose and Scope of Assignment

- The main tasks and responsibilities of the Assistant Analytics Officer will be to:

- Assist 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 analyze/interpret data to produce insights and recommendations.
- Assisting in the production of regular and ad-hoc media reports. This will include producing PowerPoint 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.
- Administrative duties.
- Accountability (key results that will be achieved)
- Maintain and strengthen the reporting services offered by Corporate Communications to the Department of External Relations and the wider organisation, particularly Bureaus.
- Manage and produce UNHCR's monthly and weekly communication reports.
- Assist in the production of adhoc research requests
- Weekly data processing tasks.
- Assist in the standardisation of UNHCR's reporting and researches processes.

Qualifications and Experience

- Possess a Bachelor's or Master's degree in Design, Information Technology, Computer Science, Management of Information Systems, Communications, Social Sciences and related field (required).
- Possess 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. Quantitative and qualitative research 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).

Location

The successful candidate will be based with the team in the UN City in Copenhagen, Denmark.

The position is for ten months and the start date is 1 March 2019. It is a full-time role with working hours starting from 8.30am to 5pm Monday to Friday (40 hours per week).

To apply

Interested applicants should submit their letter of motivation, Personal History Form (P11), and CV to DENCOCMUHR@UNHCR.ORG indicating **Assistant Analytics Officer** in the subject of the email. P11 forms are available at www.unhcr.org/recruit/p11new.doc

Application deadline: 9 January 2019

Date Issued: 20 December 2018