

## Job description

### COMMUNICATIONS OFFICER (Country of deployment to be determined)

23|HQ|Comms001

#### ABOUT IMPACT / REACH

REACH was born in 2010 as a joint initiative of two International NGOs (IMPACT Initiatives and ACTED) and the United Nations Operational Satellite Applications Programme (UNOSAT). REACH's purpose is to promote and facilitate the development of information products that enhance the humanitarian community's decision making and planning capacity for emergency, reconstruction and development contexts. REACH facilitates information management for aid actors through three complementary services: (a) need and situation assessments facilitated by REACH teams; (b) situation analysis using satellite imagery; (c) provision of related database and (web)-mapping facilities and expertise.

IMPACT Initiatives is a humanitarian NGO, based in Geneva, Switzerland. The organisation manages several initiatives, including the REACH Initiative. The IMPACT team comprises specialists in data collection, management and analysis and GIS. IMPACT was launched at the initiative of ACTED, an international NGO whose headquarter is based in Paris and is present in thirty countries. The two organizations have a strong complementarity formalized in a global partnership, enabling IMPACT to benefit from ACTED's operational support on its fields of intervention.

#### OVERVIEW

We are currently looking for a Communications Officer to join our global Communications & Advocacy team, to contribute towards the integration of emerging innovations and best practices in communications within IMPACT's way of working.

**Position:** Communications Officer

**Department:** Communications & Advocacy

**Supervisor:** Senior Communications Officer

**Duration:** 6 months (with potential for extension)

**Start date:** February 2024

**Location:** TBD (within one of IMPACT's country offices in Middle East or Sub-Saharan Africa))

To work towards transformational change in how data is being produced, analysed, and used within the humanitarian sector, IMPACT launched an Innovation Communities of Practice (CoP) approach in 2023 to create dedicated spaces for testing ideas and sharing knowledge within the organisation, with a specific focus on Data Science and Effective Communications. Led by specialists at the global level, these CoPs

bring together staff with specialised skills and/ or interests to discuss common problems and identify solutions that enable organisational learning and growth.

Within this setup, the Communications Officer will take the lead on implementing pilot exercise(s) defined by the global Senior Communications Officer in collaboration with the CoP, in order to determine how emerging best practices and innovations in the field of Communications and Advocacy can be applied and sustainably integrated into IMPACT's practices. In order to ensure a constant learning loop is maintained, he/ she will also be responsible for proactively sharing knowledge and lessons learned from this pilot and exploration work, in an adequate and timely manner.

The pilot will be to develop Communications & Advocacy process, to align on the research lifecycle, with precise steps and tools at each stage.

## **CORE TASKS:**

The primary focus of this role will be to take the lead on implementing the pilot exercise in close collaboration with the global Senior Communications Officer, this would include:

- Finalizing the design, scope and workplan of the pilot exercise.

- Developing and testing some communications tools or processes, at each stage of the research, and implementing them in the country team.

- Developing and maintaining the pilot workplan, including adherence to the milestones and deadlines agreed with the team.

- Regular communications and coordination with the Community of Practice and Senior Communications Officer, including the organisation of regular meetings.

- Testing and validating pre-identified solutions and identifying challenges and / or opportunities for further scale-up

- Producing a Research Brief summarizing the key conclusions and lessons learned from the pilot, including recommendations for future use within IMPACT.

- Proactively sharing knowledge and learning from the innovation pilots as required, including training and capacity building for future use

## **ADDITIONAL TASKS (ON AN AD-HOC, AS-NEEDED BASIS – ESTIMATED AT 25% OF TIME)**

The Communications Officer might also be expected to support the dissemination and communications activities of the country team. These ad hoc tasks, estimated to take a maximum of 25% of overall time/workload, could cover any of the following:

1. External Communications and Dissemination

Support the definition and implementation of the dissemination and communication strategy for the country, considering key events, research cycle or partners' timeline – thanks to the advocacy planning matrix and calendar tools (supporting implementing and maintaining these tools)

Under the supervision of the Country Coordinator, ensure external communications with partners and key stakeholders including relevant UN and NGO partners, local actors, and communities, amongst others.

Support the research teams in developing impactful and relevant content for the outputs of the research depending on the objective and the audience, and in designing their specific dissemination strategy.

Under the direction of the Country Coordinator, engage in the dissemination of research products (including through articles, IMPACT social media contents, targeted e-mails, presentations, meetings, etc.) in line with IMPACT Dissemination and External Communication Guidelines and Research ToRs

## 2. Learning

Contribute to country team learning processes through supporting continuous and iterative improvement: regular evaluation of the success of the dissemination and communications activities and implementing improvements if needed

Contribute to internal lessons learned exercises and documentation.

## 3. Capacity Building

Development and facilitation of training based on global standards and tools – e.g. training country staff using globally developed guidance, resources, templates, tools, etc.

## REQUIREMENTS

- Qualifications and experience
  - Excellent academic qualifications, preferably including a master's degree in a relevant discipline such as communications, journalism, or marketing
  - At least 2-3 years of relevant work experience in a communications or advocacy role
  - Exposure to the humanitarian or development sectors, including field-based roles or deployments
  - Preferably, direct experience in a communications, advocacy, or external engagement role within the humanitarian or development sectors
  - Experience communicating on/disseminating research products or findings an asset
  - Experience in project management or innovation an asset
  - Solid understanding of writing fundamentals and demonstrated experience in producing clear, concise, and persuasive written content

- Demonstrated experience working with communications technology, digital communications tools, and social media platforms
  - Adobe Creative Suite, WordPress an asset
  - Video / Photography an asset
  - Fluency in English (oral and written)
  - Fluency in a second language, in particular written/oral French, is an asset
- Soft skills
  - Ability to work independently, with initiative, while taking a proactive, solutions-oriented approach
  - Ability to function effectively within a team in dynamic, multi-cultural settings
  - Attention to detail and commitment to producing high quality work
  - Openness to feedback and willingness to learn
  - Ability to manage time effectively

## COMPENSATION AND BENEFITS

- For this position, salary between 2'040 CHF and 2'400 CHF monthly (before income tax), etc as well as a monthly living allowance of 300 USD  
NB - IMPACT salaries are strictly determined by our salary grid depending on the grade of the position and the level of education of staff. A location-dependent security and/or isolation adjustment is then applied as a recognition that some staff are required to work in difficult places where living and working conditions are much more difficult than elsewhere.
- Accommodation and food provided in a guesthouse.
- Enrolment in Swiss private pension fund (Swisslife – approx. 9.975% of staff gross salary), health insurance, life insurance and repatriation assistance
- Flight tickets every 6 months & visa fees covered (in-country travel costs and professional expenses are fully covered)
- R&R after 2-3 months (flight ticket up to 500\$ + 200\$ of living allowance) if duty station allows
- Contribution to the luggage transportation: between 20 and 100 kgs, depending on the length of the contract (+ luggage and personal property insurance)
- Annual leave of 36 days per year. Public holidays of the country of assignment.  
Family/compassionate leave when applicable.
- Predeparture induction - 3 days at IMPACT Initiatives's HQ in Geneva + one week pre-departure training in ACTED HQ in Paris, including a 4-days in situ security training;
- IMPACT prioritizes the psychological safety of its staff and the health insurance provided covers, among others, up to 1000 € per year of psychosocial counselling fees