

**Terms of Reference**  
**(Individual Contractual Agreement -ICA)**

<b>Title:</b>	Communications Associate
<b>Duty Station:</b>	Philipsburg, Sint Maarten
<b>Section/Unit:</b>	LCR, PAMCO Costa Rica
<b>Contract/Level:</b>	LICA6 - ICS 6 - Ongoing contract subject to funding availability
<b>Supervisor/a:</b>	Communication Senior Officer

## **1. General Background of Project/Assignment**

The United Nations Office for Project Services (UNOPS) is a United Nations body responsible for infrastructure, procurement, and project management. Our mission is to help people improve their living conditions and countries achieve peace and sustainable development. The three priority areas of UNOPS are:

- i) Sustainable Infrastructure: UNOPS designs, builds, repairs, and maintains infrastructure in some of the world's most challenging environments. Its activities focus on the development of transport, education, and health infrastructure, among other areas.
- ii) Public Procurement: UNOPS is a central procurement resource for the United Nations system and governments. It emphasizes the efficient, transparent, and sustainable delivery of goods and services.
- iii) Project Management: UNOPS manages more than a thousand humanitarian, development, and peacebuilding projects each year for various partners, ensuring quality, efficiency, and results that meet the highest standards.

UNOPS' work seeks environmental, social, and economic sustainability, which contributes to progress in equity and the common good of the countries in which it operates, thus promoting the improvement of the living conditions of the most vulnerable people. UNOPS has a presence in 23 countries in Latin America and the Caribbean. The services, products, and technical assistance comply with the principles of public administration of transparency, equity, integrity, free competition, impartiality, morality, effectiveness, efficiency, and respect for national institutions.

### **About Our Culture:**

Our work contributes to building the foundations for countries and communities to achieve peace and sustainable development, guided by our values: Inclusion, Integrity, Humility, and Humanity.

UNOPS celebrates diversity and is committed to equal employment opportunities. UNOPS encourages qualified female candidates, as well as qualified candidates from underrepresented groups in the UNOPS workforce, to apply. These groups include people from racialized or indigenous groups, members of minority gender identities and sexual orientations, as well as people with disabilities.

## **Local / Country Context**

The UNOPS country office in Costa Rica is part of the Multi-Country Office (MCO) currently made up of the countries of Costa Rica, Panama, and the English and Dutch-speaking Caribbean, where UNOPS develops initiatives in strategic sectors such as road infrastructure, water and sanitation infrastructure projects, vertical infrastructure, procurement projects, among others, contributing its capabilities in the area of complex project management, technical advice and procurement, with a focus on sustainability and resilience; in all cases, applying the human rights approach and the gender perspective.

## **2. Role and Responsibility**

Under the direct supervision of the Communications Senior Officer and in second line of supervision with the Senior Program Manager, the Communications Associate will execute the following functions:

### **Communication Strategy**

- Assist the Communications Officer and the Senior Program Manager in the implementation of the Rule of Law project's Communication Strategy.
- Identify priority audiences for the project's internal and external communications, at country level, the construction of a stakeholder map and a relationship plan.
- Provide support in the identification and construction of the project ' stakeholder network (government entities, counterparts, construction chambers, professional associations, NGOs, academia, media, United Nations, among others).
- Construction of the project narrative appropriate to the country context; in coherence with UNOPS corporate communication style and policy.
- Address public opinion crises regarding the project in coordination with the Senior Communications Officer at the country office.
- Monitor the main media outlets and news related to the project, its allies, or strategic issues in order to identify possible crisis scenarios and/or detect opportunities for portfolio development and partnership establishment.
- Provide support in coordination with other Communication Associates in the relationship with the media, at the national and regional level, on the program (key messages, communication protocols for crisis situations, among others).
- Identify and manage suppliers required for communication management such as graphic design services, creativity, social media campaigns, strategic communication, news and social media monitoring).
- Review and editing of the project's monthly reports.
- Provide support in the organization of conferences, workshops, seminars and/or other activities identified within the framework of the project in order to present the progress, results and impacts of itself, to different audiences, government entities, media and public opinion in the country.
- Development of communication and information materials adapted to the realities and communicative forms of the program's prioritized audiences.
- Generate and update content on the activities and results achieved by the program and UNOPS for the web, social networks, Newsletter and/or other requirements of the office regional and headquarters.
- Participate in the Communication Network of the UNOPS Regional Office for Latin America and Caribbean.
- Support for the training of office staff, program staff and/or counterparts on central aspects of the Communication Strategy, among others.
- Perform other related functions as required and relevant to his/her assignment for project communication.

### **Management of UNOPS External Communication**

- Support in the construction and dissemination of communication messages that enable the strategic positioning of UNOPS and the program at the national and regional level.
- Support communication to prevent and manage potential crisis situations and the reputation of the program.
- Coordinate with the stakeholders, under the direct supervision of the Senior Communications Officer, the relationship with the media, national and regional journalists.
- Support in the development of communication and strategic outreach materials that are relevant to UNOPS activities in the country and region.
- Coordinate the administration and logistics of the delivery of conferences, workshops, seminars and/or other activities.
- Collaborate in the preparation of reports for counterparts.
- Support the implementation of activities led by the Regional Network of Partnerships, Outreach and Communications.
- Ensure the implementation of UNOPS corporate instructions and guidelines.

### **Knowledge Management and Internal Communication**

- Support in coordinating information sharing within the program teams, the country office, regional team in order to create communities based on common vision, values, strategy and actions, able to strengthen UNOPS identity in the country and region.
- Support in keeping the office staff and regional team updated on monitoring press and relevant information to enable timely decision making.
- Organize, maintain and share with the regional team a repository (virtual/physical) with the existing communication and outreach material: photographs, audiovisuals, factsheets and other publications of interest.
- Contribute to the dissemination and sharing of best practices and lessons learned.

### **Promote actions with a Gender and HSSE approach**

- Develop communication materials with a Gender and HSSE approach.
- Support the development of gender and innovation initiatives that allow increasing the incorporation of the gender perspective in the actions within the framework of the program and related to HSSE.

## **3. Supervision and Progress Controls:**

The Communications Associate will be supervised by the Costa Rica and Caribbean Communications Senior Officer and their work will be verified and evaluated periodically.

## **4. Qualifications and Experience**

### **Education**

- A secondary education diploma is required.
- University degree equivalent to Bachelor's and/or Bachelor's Degree preferably in journalism, public relations and/or related areas is desirable and may replace some years of required experience.

## Experience

- A minimum of 6 years of relevant experience (or less depending on the level of degree) in supporting the area of social communication, communication with international organizations, communication in private and/or public companies is required.
- Experience in reputational crisis situations is desirable.
- Desirable experience in organizations of the UN System and in international organizations.

## Languages

- Proficiency in English is required.
- Knowledge of any other UN official languages will be considered a plus.

## Additional Information

- This position requires the use of a computer for the preparation of reports and data analysis made with Google computer tools.
- In this position, you must make presentations via videoconference for project progress reports.
- Working in this position, you will have frequent telephone contact with our project partners.
- The work is 100% face-to-face, according to the needs of the organization.

## 5. Competencies



Treats all individuals with respect; responds sensitively to differences and encourages others to do the same. Upholds organizational and ethical norms. Maintains high standards of trustworthiness. Role model for diversity and inclusion.



Acts as a positive role model contributing to the team spirit. Collaborates and supports the development of others. **For people managers only:** Acts as positive leadership role model, motivates, directs and inspires others to succeed, utilizing appropriate leadership styles.



Demonstrates understanding of the impact of own role on all partners and always puts the end beneficiary first. Builds and maintains strong external relationships and is a competent partner for others (if relevant to the role).



Efficiently establishes an appropriate course of action for self and/or others to accomplish a goal. Actions lead to total task accomplishment through concern for quality in all areas. Sees opportunities and takes the initiative to act on them. Understands that responsible use of resources maximizes our impact on our beneficiaries.



Open to change and flexible in a fast paced environment. Effectively adapts own approach to suit changing circumstances or requirements. Reflects on experiences and modifies own behavior. Performance is consistent, even under pressure. Always pursues continuous improvements.



Evaluates data and courses of action to reach logical, pragmatic decisions. Takes an unbiased, rational approach with calculated risks. Applies innovation and creativity to problem-solving.



Expresses ideas or facts in a clear, concise and open manner. Communication indicates a consideration for the feelings and needs of others. Actively listens and proactively shares knowledge. Handles conflict effectively, by overcoming differences of opinion and finding common ground.

## VII. Signature

Incumbent Name:

Signature:

Date: