



Organization or Agency: **International Organization for Migration (IOM)**  
Position Title: **Senior Community Engagement and Communication with  
Community Assistant**  
Organizational Unit: **Transition and Recovery Division**  
Duty Station: **Erbil- Iraq**  
Type of Contract: **Sub-Contract to Startars Orbit Consultants  
and Management Development**  
Grade: **Equivalent to G6**  
Duration of Appointment: **Six (6) months, with possibility of extension subject to  
satisfactory performance and funds availability**  
Closing Date: **13 June 2024**  
Reference Code: **CFA2024/IRQ/148**

*IOM is committed to a diverse and inclusive environment. Applications from qualified female candidates are especially encouraged, as well as the internal and external candidates are eligible to apply to this vacancy. For the purpose of the vacancy, the internal candidates are considered as first-tier candidates.*

#### **Context/Reporting line:**

Under the general guidance of the Senior programme Coordinator (Durable Solns&ComE), the overall supervision of the Programme Officer ( Transition and Recovery) and the direct supervision of the National CWC and Accountability Officer, the successful incumbent will be responsible for developing content for Communication materials, information and awareness campaigns, mass communication tools and platforms related to all sector and program activities implemented by the IOM Iraq Transition and Recovery Division.

#### **Core Functions / Responsibilities**

1. Under the guidance of the CWC and Accountability Officer, the Senior CE and CWC Assistant is responsible for the drafting of content for communication materials, social media narratives, visual and radio content targeted at communities to ensure their engagement and participation in livelihoods, shelter, infrastructure, community engagement and durable solutions activities.
2. Ensure the quality of all communication materials and tools, taking into account different communication needs and learning styles of the target audience and in line with IOM guidelines.
3. Prepare– in cooperation with TRD PI team - communication materials for Community Engagement for all sectors according to IOM media and branding guidelines.
4. Use the most appropriate and innovative approaches in communicating with communities to enhance participation of communities and impact of activities.
5. Coordinate closely with TRD's Community Engagement Officers, Technical Advisers and Associates for the timely development of all communication material requests from programs.
6. Support the daily management and operation of TRD internal CFM by responding to the complaints, requests and question raised through IOM CFM system in coordination with staff in the technical team and in operations teams.
7. Support the management of two-way communication on social media platforms related to CRCs and Livelihoods program activities, by responding to comments and inquiries, providing feedback on

the comments raised on social media posts based on approved messages and feedback provided by technical team.

8. Support the translation, copy edit and review of communication materials in English, Arabic and Kurdish in close cooperation with the National CwC & Accountability Officer and relevant Community Engagement staff.
9. Monitor and report on the results of TRD community engagement communication activities, including social media campaigns, events and any feedback received on communication products.
10. Demonstrate cultural awareness, social sensitivity, understanding of Data Protection Policies when using photos of or other data from affected populations.
11. Undertake travel in Iraq as requested.

## Required Qualifications

### *Education:*

- Bachelor's degree in communication, local or international development, anthropology from an accredited academic university or institute.

### *Experience and Skills:*

- Minimum 4 years of relevant experience in communications and community engagement.
- Experience in programs and activities in the realm of Community Engagement, Communication with Communities, Accountability to Affected Population and other feedback mechanisms (management of communication and mass media platforms, design of communication materials, information campaigns and CFM operation).
- Solid understanding of humanitarian Principles, Sphere Standards and Accountability principles are a requirement.
- Previous work experience with community-based organization, national or international NGOs or UN agencies is an advantage.
- Good communication skills, organizational and reporting skills.
- Experience in Adobe Illustration, InDesign, Photoshop is an advantage.
- Excellent knowledge of Mi is an advantage.

### *Languages:*

- Fluency in English, Kurdish and Arabic is required.

## Competencies

The incumbent is expected to demonstrate the following values and competencies:

**VALUES** - All IOM staff members must abide by and demonstrate these five values:

**Inclusion and respect for diversity:** Respects and promotes individual and cultural differences. Encourages diversity and inclusion.

**Integrity and transparency:** Maintains high ethical standards and acts in a manner consistent with organizational principles/rules and standards of conduct.

**Professionalism:** Demonstrates ability to work in a composed, competent and committed manner and exercises careful judgment in meeting day-to-day challenges.

**Courage:** Demonstrates willingness to take a stand on issues of importance.

**Empathy:** Shows compassion for others, makes people feel safe, respected and fairly treated.

**CORE COMPETENCIES** - Behavioural indicators – Choose a level.

**Teamwork:** Develops and promotes effective collaboration within and across units to achieve shared goals and optimize results.

**Delivering results:** Produces and delivers quality results in a service-oriented and timely manner. Is action oriented and committed to achieving agreed outcomes.

**Managing and sharing knowledge:** Continuously seeks to learn, share knowledge and innovate.

**Accountability:** Takes ownership for achieving the Organization's priorities and assumes responsibility for own actions and delegated work.

**Communication:** Encourages and contributes to clear and open communication. Explains complex matters in an informative, inspiring and motivational way.

***IOM IN/234 - Policy and Procedures for Preventing and Responding to Sexual Exploitation and Abuse***

*IOM has a policy of zero tolerance of sexual exploitation and abuse (SEA) by IOM staff members and the employees or any other persons engaged and controlled by IOM Contractors. The staff members and all contract type holders shall protect against and prevent sexual exploitation and abuse (PSEA).*

**How to apply:**

**While this vacancy is open to both Internals and Externals, priority shall be given to qualified Internal applicants.**

Interested candidates are invited to submit their applications via this link:

<https://jobs.my-soc.org/apply/20240530153021/IFb1wWzX35xoiZUkCE4qGs6d2>

In order for an application to be considered valid, IOM only accepts online profiles duly completed. Only shortlisted candidates will be contacted.

**Posting period:**

**From: 30 May 2024 to 13 June 2024**

