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Job Description

Job Title	Senior External Relations Assistant
Job ID	37568
Location	Americas
Full/Part Time	Full-Time
Regular/Temporary	Regular

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Eligible Applicants

This position is open to applications from Group 1, Group 2 and all external candidates, provided that requirements regarding professional experience, academic qualifications, language, etc. are fulfilled.

TO THE ATTENTION OF EXTERNAL CANDIDATES: External candidates must be legally present in Guatemala at the time of application, recruitment and hire. Non-Guatemalan citizens are required to submit a valid Guatemalan residence and work permit to be considered.

Duties and Qualifications

Senior External Relations Assistant

Organizational Setting and Work Relationships
The Senior External Relations Assistant normally functions under the direct supervision of External Relations Officer or another professional staff depending on staffing structure of the Office. The incumbent assists in the management of external relations activities of the Office. He/she plays a key role in organising the visits of foreign delegations, donors, press and media, providing regular briefings and drafting reports/materials for external partners. He/she may also receive advice and operational support from the External Relations/Public Information Units at the Country Office /HQ.

All UNHCR staff members are accountable to perform their duties as reflected in their job description. They do so within their delegated authorities, in line with the regulatory framework of UNHCR which includes the UN Charter, UN Staff Regulations and Rules, UNHCR Policies and Administrative Instructions as well as relevant accountability frameworks. In addition, staff members are required to discharge their responsibilities in a manner consistent with the core, functional, cross-functional and managerial competencies and UNHCR’s core values of professionalism, integrity and respect for diversity.

- Duties
- Draft briefing notes, press releases, bulletins, reports, newsletters and prepare any other public information material, as required
 - Facilitate and accompany visits of foreign delegations, partner NGOs, donors and the media to refugee camps
 - Draft and translate routine correspondence and texts.
 - Assist with developing and implementing UNHCR’s social media strategy & conceptualize and pitch stories for UNHCR’s global website.
 - Ensure that public information materials including fact sheets, information brochures, briefing materials from the Branch Office, etc. are available.
 - Organize visibility events (e.g. World Refugee Day) and liaise with partners, refugees and local communities on implementation.
 - May be required to assist in compilation of weekly, monthly, annual/quarterly thematic reports, situations reports etc.
 - Review media daily and ensure the office is kept informed of local developments.
 - Provide information on UNHCR’s activities to external partners.
 - Respond to non-complex media queries and incoming correspondence.
 - Perform other related duties as required.

Minimum Qualifications
Education & Professional Work Experience
Years of Experience / Degree Level
For G5 - 2 years relevant experience with High School Diploma; or 1 year relevant work experience with Bachelor or equivalent or higher

Field(s) of Education
Not applicable

Certificates and/or Licenses
International Relations, Journalism Political Science
Communication Media
(Certificates and Licenses marked with an asterisk* are essential)

Relevant Job Experience
Essential
Not specified

Desirable
Previous experience in UN/UNHCR.
Completion of UNHCR learning programmes or specific training relevant to functions of position.
Knowledge of another relevant UN language.
HQ and Field experience with UNHCR or with other humanitarian organizations

Functional Skills
TI-Interpretation
IT-Computer Literacy
CO-Drafting and Documentation
(Functional Skills marked with an asterisk* are essential)

Language Requirements
For International Professional and Field Service jobs: Knowledge of English and UN working language of the duty station if not English.
For National Professional jobs: Knowledge of English and UN working language of the duty station if not English and local language.
For General Service jobs: Knowledge of English and/or UN working language of the duty station if not English.

All UNHCR workforce members must individually and collectively, contribute towards a working environment where each person feels safe, and empowered to perform their duties. This includes by demonstrating no tolerance for sexual exploitation and abuse, harassment including sexual harassment, sexism, gender inequality, discrimination and abuse of power.

As individuals and as managers, all must be proactive in preventing and responding to inappropriate conduct, support ongoing dialogue on these matters and speaking up and seeking guidance and support from relevant UNHCR resources when these issues arise.

This is a Standard Job Description for all UNHCR jobs with this job title and grade level. The Operational Context may contain additional essential and/or desirable qualifications relating to the specific operation and/or position. Any such requirements are incorporated by reference in this Job Description and will be considered for the screening, shortlisting and selection of candidates.

Operational Context:

Guatemala has a significant role in the dynamics of human mobility in the Central American region. It is characterized as a country of origin, transit, destination, and return for mixed movements of persons, including asylum-seekers, refugees, returnees, Guatemalans at risk of displacement, and migrants. Those populations present varying needs and profiles, such as victims of trafficking, gender-based violence survivors, unaccompanied or separated children, and LGBTIQ populations. Since 2014, to make the protection crisis in the North of Central America visible, UNHCR has progressively increased its presence in the country. The operation has six field units located in Petén, San Marcos, Izabal, Chiquimula, Guatemala, and Huehuetenango.

In November 2021, UNHCR created an External Relations Unit (ERU) to mobilize financial, technical, and political support and build operational alliances for refugees and others of concern in Guatemala. The ERU maintains and builds effective relationships with public and private donors at the local level to promote resource mobilization and diversification toward the operation. The unit also encourages UNHCR's engagement with other external actors to mobilize support for persons of concern.

The Senior External Relations Assistant manages communication tools to maintain donors and external key actors informed on the UNHCR's main activities in Guatemala and facilitate meetings, missions, and events, preparing support documentation in advance. The incumbent also ensures effective implementation of a donor visibility plan to enhance UNHCR relationships with donors locally, monitor UNHCR donor visibility commitments, and provide assistance to other units.

Given the context and the needs described above, the Senior External Relations Assistant should have a basic knowledge of the international cooperation environment in Guatemala and the different actors involved in the humanitarian response to human mobility situations. Likewise, the incumbent must have excellent writing and expression skills in both Spanish and English and the ability to synthesize and manage complex information to produce external materials. Intermediate expertise in implementing donor visibility strategies is highly desirable.

Position Competencies

Core Competencies

- Accountability
- Communication
- Organizational Awareness
- Teamwork & Collaboration
- Commitment to Continuous Learning
- Client & Result Orientation

Managerial Competencies

- Not specified.

Cross-Functional Competencies

- Technological Awareness
- Political Awareness

Additional Information

We only accept applications submitted through the MSRP portal. No late applications will be accepted.

Shortlisted candidates will be interviewed and might be requested to sit for a test. Only short-listed candidates will be notified.

The evaluation of applicants will be conducted based on the information submitted during the application.

Applicants must provide complete and accurate information pertaining to their personal profile and qualifications. No amendment, addition, deletion, revision or modification shall be made to applications that have been submitted. Candidates under serious consideration for selection will be subject to reference checks to verify the information provided in the application.

UNHCR strongly encourages qualified female applicants to apply. UNHCR seeks to ensure that male and female employees are given equal career opportunities.

UNHCR is committed to achieving workforce diversity in terms gender, disability, marital or civil partnership status, race, color or ethnic and national origins, religion or belief, or sexual orientation. All applications will be treated with the strictest confidentiality.

UNHCR does not charge a fee at any stage of the recruitment process (application, interview, processing or any other fees).

IMPORTANT: Recruitment as a UNHCR staff member and engagement under a UNHCR affiliate scheme, or as inter, is subject to proof of vaccination against COVID-19.

Contact person

In case of any question regarding the application process, please contact: guaguvacancies@unhcr.org

Closing Date

The closing date for this position is 26/06/22 (Midnight Geneva time)