The United Nations Volunteers (UNV) programme is the UN organization that promotes volunteerism to support peace and development worldwide. Volunteerism can transform the pace and nature of development and it benefits both society at large and the individual volunteer. UNV contributes to peace and development by advocating for volunteerism globally, encouraging partners to integrate volunteerism into development programming, and mobilizing volunteers. In most cultures, volunteerism is deeply embedded in long-established, ancient traditions of sharing and support within the communities. In this context, UN Volunteers take part in various forms of volunteerism and play a role in development and peace together with co-workers, host agencies, and local communities. In all assignments, UN Volunteers promote volunteerism through their action and conduct. Engaging in volunteer activity can effectively and positively enrich their understanding of local and social realities, as well as create a bridge between themselves and the people in their host community. This will make the time they spend as UN Volunteers even more rewarding and productive.

General Information

Country of Assignment: Kosovo (UNSC 1244)
Host Institute: Resident Coordinator Office
Volunteer Category: National Specialist
Number of Volunteer: 1
Duration: 6 months
Expected Starting Date: Immediate
Duty Station: Pristina [KOS]
Assignment Place: Family Duty Station
Assignment Place Remark:

Living Conditions:
Selected national UN Volunteer will be based in UN RC Office premises in Pristina and is expected to commute to respective office at her/his own expense.

Assignment Details

Assignment Title: Information Management Officer

Organizational Context & Project Description
UN Kosovo Team (UNKT) is comprised of 15 UN Agencies, Funds and Programmes working together in pursuit of sustainable
development and inclusivity. The United Nations Development Coordinator (UNDC, equivalent RC), as the Chair, facilitates internal
dialogue and coordinates the UNKT team to ensure that our collaborative efforts have an efficient and effective impact in Kosovo, and
is within the framework of the 2030 Agenda for sustainable development (SDGs).

The UNKT members strive to achieve this work through a rights-based approach that aims to eliminate poverty, support health and
education, and encourage sustainable growth, through enabling a thriving economy while protecting our planet.

The work of UNKT is closely aligned to that of our partners within the government, civil society, and the private sector.
Contextualizing, the UNKT with the strategic leadership and overall coordination of the UN DC and the WHO has been on the forefront
of the COVID-19 response in Kosovo. UNKT through, WHO and other Agencies, is a member of the interinstitutional crisis and incident
management group. The UN support has among other things focused on risk communication reaching out to vulnerable groups in
particular. The UNKT has also through its strategic planning outlined the immediate needs and gaps of the public health measures as
well as initial socio-economic needs, including the financial costs.

For more information visit: http://unkt.org

References to Kosovo shall be understood to be in the context of UN Security Council resolution 1244 (1999)

Sustainable Development Goals

3. Good Health and Well-being

Task description

Within the delegated authority and under the supervision of UN Development Coordination Office (DCO) Team Leader the UN
Volunteer will undertake the following tasks:

- Maintain an information network to facilitate information exchange and the promotion of data and information standards related
to COVID19 pandemic;
- Communication: assist in managing content on relevant web platforms, provide overall quality control for the platform and ensure
  content is current, comprehensive and follows relevant standards; updates with relevant and accurate information and follows
  regularly the social media platforms; works closely with the DCO Communications Associate in developing the UNKT SitRep;
- Data Management: design, develop and manage databases, spreadsheets and other data tools; understand, document, and
  ensure the quality of high-value data for accuracy, consistency and comparability; consolidate operational information on a
  regular schedule to support analysis;
- Data Analysis: organize, design and carry out the evaluation and analysis of location specific datasets through meaningful
  statistical techniques; participate in the development and revision of data standards and advise on the application of these
  standards into local systems and processes;
- Assessment Analysis: support assessment and needs analysis activities, including development needs overviews, secondary
  data reviews, preliminary scenario definitions
- Visualization: produce and update information products such as reports, charts and infographics by turning data into graphical
  products to convey messages and a storyline; develop advocacy materials including posters, presentations and other visual
  materials;
- Communication support to UNV: Support the Regional Communication Officer and Country Coordinator with promotion of
  successful assignments of UN Volunteers and their engagement with the Host Agencies on the response to COVID-19 and
  recovery;
- Perform other related duties as may be required or assigned by the supervisor.

Furthermore, UN Volunteers are required to:- Strengthen their knowledge and understanding of the concept of volunteerism by reading
relevant UNV and external publications and take active part in UNV activities (for instance in events that mark International Volunteer
Day)- Be acquainted with and build on traditional and/or local forms of volunteerism in the host country- Provide annual and end of
assignment reports on UN Volunteer actions, results and opportunities using UNV’s Volunteer Reporting Application- Contribute
articles/write-ups on field experiences and submit them for UNV publications/websites, newsletters, press releases, etc.- Assist with the
UNV Buddy Programme for newly-arrived UN Volunteers- Promote or advise local groups in the use of online volunteering, or
encourage relevant local individuals and organizations to use the UNV Online Volunteering service whenever technically possible.

Results/Expected Outputs

- As an active [insert name Host Agency] team member, efficient, timely, responsive, client-friendly and high-quality support
Qualifications/Requirements

Required Degree Level
Bachelor degree or equivalent

Education - Additional Comments
- Bachelor degree in Communication, Computer Science, Statistics, Graphic Design, Social Sciences, Information Management, or other relevant field

Required experience
24 months

Experience Remark
- 2 years of professional experience in communication, information management, information systems, or in related field is required;
- Strong overall computer literacy, including proficiency in various MS Office applications (Excel, Word, etc.), and office technology equipment;
- Proficiency in graphic design software (Photoshop, InDesign, Publisher etc);
- Excellent oral and written skills; excellent drafting, formulation, reporting skills;
- Ability to work and adapt professionally and effectively in a challenging environment; ability to work effectively in a multicultural team of international and national personnel;
- Self-motivated, ability to work with minimum supervision; ability to work with tight deadlines;
- Accuracy and professionalism in document production and editing;
- Previous experience as a volunteer and/or experience of another culture, (i.e. studies, volunteer work, internship) would be highly regarded;

Language
- English (Mandatory), Level - Fluent
- AND - Albanian (Mandatory), Level - Fluent
- AND - Serbian (Optional), Level - Working Knowledge

Area of Expertise
- Public information and reporting Mandatory
- Other communications related experience Optional
- Web and graphic design Optional

Area of Expertise Requirement

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Conditions of Service and other information

Condition of Service

Click here to view Conditions of Service

Conditions of Service:


The rapidly changing nature of novel coronavirus COVID-19 has placed significant and increasing restrictions on the freedom of movement of people, even within countries. Such restrictions may affect the ability national UN Volunteers to begin their assignments at their assigned duty station or limit the ability to enter UN premises. Thus, UNV cannot guarantee assignments will proceed as normal.

Candidates for national UN Volunteer assignments requiring travel to the duty station may be exceptionally granted during this period alternative working arrangements to work from their place of recruitment until restrictions are lifted. Candidates for national UN Volunteer assignments may also need to begin their assignments remotely in cases where access to UN premises is restricted. These are decisions at the discretion of the host entity. Candidates proceeding to interview are recommended to discuss travel requirements, any restrictions, and possible alternative arrangements with the host entity. If selected, candidates should carefully consider the circumstances before accepting UNV's offer.
The contract lasts for the period indicated above with possibility of extensions subject to availability of funding, operational necessity and satisfactory performance. However, there is no expectation of renewal of the assignment.

Travel to duty station (if applicable) and a Settling-In-Grant will be provided in the event the duty station is not within commuting distance from the place of recruitment. The applicable Volunteer Living Allowance is provided monthly to cover housing, utilities and normal cost of living expenses. Life, health and permanent disability insurance are included (health insurance for up to 3 dependents), as well as final repatriation (if applicable) and resettlement allowance for satisfactory service.

Furthermore, in non-family duty stations that belong to hardship categories D or E, as classified by the ICSC, a Well-Being Differential (WBD) on a monthly basis will be provided.

For UN Volunteer entitlements, kindly refer to the link https://vmam.unv.org/calculator/entitlements

Supervision, induction and duty of care of UN Volunteers

UN Volunteers should be provided equal duty of care as extended to all host entity personnel. Host entity support to the UN Volunteer includes, but is not limited to:

- Introductory briefings about the organisation and office-related context including security, emergency procedures, good cultural practice and orientation to the local environment;

- Support with arrival administration and official processes;

- Structured guidance, mentoring and coaching by a supervisor including a clear workplan and performance appraisal;

- Access to office space, equipment, IT support and any other systems and tools required to complete the objectives of the assignment including a host entity email address;

- Access to shared host entity corporate knowledge, training and learning;

- Any necessary security measures, ensuring that UN Volunteers are covered by the United Nations Security Management System (UNSMS) in line with the UNDSS Security Policy Manual;

- Leave management;

- DSA for official travel, when applicable;

- All changes in the Description of Assignment occurring between recruitment and arrival or during the assignment need to be formalized with the United Nations Volunteer Programme.

Application Code KOSR000858-6897

Application procedure

* Not yet registered in the UNV Talent Pool?

First register your profile at https://vmam.unv.org/candidate/signup.

Important: After creating your account, complete all sections of your profile and submit it. Then go to ‘My Page’ at https://vmam.unv.org/candidate/mypage and click on the ‘Special Calls’ hyperlink. Lastly, select the special call to which you would like to apply.

* Already registered in the UNV Talent Pool?

First update your profile at https://vmam.unv.org/candidate/profile.

Then go to ‘My Page’ at https://vmam.unv.org/candidate/mypage and click on the ‘Special Calls’ hyperlink to select the special call to which
you would like to apply.

This is a national UN Volunteer assignment, therefore only nationals and legal residents with a residency permit, the status of refugee or with the status of being stateless are eligible to apply.

**Application deadline:** 6 May 2020

```plaintext
doa.apply_url
https://vmam.unv.org//candidate/show-doa/S09TUjAwMDg1OA==
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**Disclaimer**

*United Nations Volunteers is an equal opportunity programme which welcomes applications from qualified professionals. We are committed to achieving diversity in terms of gender, nationality and culture.*