Position: Communication Officer “Whole of Syria”

Starting date: ASAP

Location: Amman, Jordan

Type of contract: Fixed Term Contract

Contract duration: 6 months

Security Risk Level: Sensitive (2/4)

About ACTED

Since 1993, as an international non-governmental organization, ACTED has been committed to immediate humanitarian relief to support those in urgent need and protect people’s dignity, while co-creating longer term opportunities for sustainable growth and fulfilling people’s potential. ACTED endeavors to respond to humanitarian crises and build resilience; promote inclusive and sustainable growth; co-construct effective governance and support the building of civil society worldwide by investing in people and their potential. We go the last mile: ACTED’s mission is to save lives and support people in meeting their needs in hard to reach areas. With a team of 4,300 national staff and 300 international staff, ACTED is active in 35 countries and implements more than 450 projects a year reaching over 11 million beneficiaries. More on www.acted.org

Country Profile

- Number of projects: 25
- Number of areas: 3
- Number of national staff: 606
- Annual budget (EUR): €53,245,214
- Number of international staff: 55

Position context and key challenges

In 2019, 12 million people in Syria were in need of humanitarian assistance, including internally displaced people, host community members and returnees. Among these, 6.2 million are in acute need of water, hygiene and sanitation assistance, 4.7 million people in need of shelter support and 6.5 million face food insecurity. Active armed conflict displaced 1.6 million people in 2019 alone, including in the northwest of Syria (1 million IDPs concentrated in Idleb) and in the northeast (170 000 IDPs). Overall in 2019, Syria hosted 6.2 million IDPs, 850,000 of whom were settled in last resort sites (i.e. formal and informal camps) and therefore entirely reliant on humanitarian assistance.

In 2019, ACTED continued to deliver multisectoral emergency assistance to conflict affected communities, while supporting their efforts to create opportunities and solutions for recovery. ACTED provided large-scale responses to approximately 3 million people through water, hygiene and sanitation, shelter and non-food items, food security and livelihoods, and camp coordination and camp management (CCCM) interventions.

In-camp, ACTED ensured access to water, sanitation and hygiene for over 364,000 people, and established itself as a key CCCM stakeholder. Out of camp, ACTED supported newly displaced households with emergency food and key non-food items to meet their basic needs.

ACTED also contributed to economic recovery, by supporting livelihoods and providing assistance alongside the agricultural value chain in targeted communities. Through civil society and technical governance mechanisms, ACTED further supported the long-term restoration of services to enhance the resilience of conflict-affected communities.

Key roles and responsibilities

- **Fundraising**
  - Support the fundraising effort of the ACTED WoS mission by developing outputs as part of the proposal development process;
  - Design thematic factsheets, brochure and presentations to raise the profile of ACTED on thematic topics to current and potential partners and donors;

- **Grant management**
  - Ensure that contractual obligations (including visibility requirements are known and met by Program, AMEU, and FLATs teams);
  - Support field teams with project visibility and donor visibility – including through the review of visibility materials;
  - Participate in the kick-off and close out meetings for each project;
  - Participate in developing quality narrative reports, in liaison with ACTED HQ GMU and Finance, which will contribute ultimately to steady cash inflow;
  - Develop communication plans for each project to ensure all contractual communication indicators are met, as relevant;
  - Develop ACTED’s external communication materials about specific activities in alignment with the communication plans, including articles, success stories, etc.
Contribute to effective partner follow up, including through technical support in developing communication and reporting plans and trainings on relevant project development and communications topics.

**Internal Coordination and Communication**
- Develop internal communication media tools (internal newsletter, etc.)
- File, organize, and select pictures from field activities – from ACTED and partners as relevant;
- Conduct communication training for the field teams and other departments to increase communication capacities across the mission;
- Lead on the annual report consolidation for HQ;
- Provide regular reports to HQ on programming and innovative components which can contribute to raising ACTED’s profile regionally and globally.

**External Relations**
- Respond to ad-hoc requests for visibility and content;
- Provide support in the context of donor visits.

### Required qualifications and technical competencies

- Bachelor’s degree in business administration, marketing, communications, or other relate fields, with knowledge of communication and marketing principles (a post graduate degree is desirable)
- At least 3 years of professional work experience in communications and marketing or public relations; experience working with an NGO encouraged although not compulsory;
- More than two years of experience in designing, editing and producing publications
- Highly skilled in conceptualizing, writing and selling to internal and external audiences
- Advanced English-language writing, editing and spoken English
- Excellent oral communication skills, including presentation (PowerPoint or Prezi) with strong attention to detail
- Website content editing and proofing
- Social Media
- Knowledge of MS Office applications
- Knowledge of InDesign preferred

### Conditions
Salary defined by the ACTED salary grid; educational level, expertise, hardship, security, and performance are considered for pay bonus
Additional monthly living allowance
Free food and lodging provided at the organization’s guesthouse
Transportation costs covered, including additional return ticket + luggage allowance
Provision of medical, life, and repatriation insurance

### How to Apply
Please send your application including cover letter, CV and references to jobs@acted.org under Ref: COMO/WOS