

**Terms of Reference / Announcement Form**  
**Reporting and Communication Officer**  
**Mid-Level Job**

**Location / Duration:**

- Contract Duration: 9 April 2023 – 27 September 2023 (The contract duration may be extended until 31 December 2023, upon the project extension)
- Location: at the Ministry of Social Development in Amman, with the possibility of conducting field visits with the National Social Protection Strategy Implementation Follow-up Unit

**1. Background:**

The Government of Jordan launched the National Social Protection Strategy (NSPS 2019-2025) in May 2019. The strategy aims to promote better coverage and outcomes for the most vulnerable groups through improved targeting, strengthened institutional capacities and enhanced coordination. From this perspective, the strategy represents a comprehensive framework for maximizing synergies and ensuring effective integrated approaches by considering the following areas of the social protection system: social assistance, social services, social security, and decent work.

The strategy is organized around three pillars - oriented towards achieving a decent life for the target groups - by providing a comprehensive, transparent, and equitable social protection system. The first pillar focuses on opportunities for families to achieve economic self-sufficiency through the labor market. The

second pillar focuses on empowering the population through education, health care and protection services that support vulnerable groups and remain integrated into their families and communities. The third pillar focuses on targeted social assistance that allows the poor to maintain a basic level of consumption with dignity.

The implementation of the National Social Protection Strategy is overseen by a Coordinating Committee chaired by the Minister of Social Development (MOSD) and composed of high-level representatives from relevant ministries, institutions, and civil society organizations. Implementation is supported through an Implementation Support Unit (ISU) established in the Ministry of Social Development which reports to the Secretary General and the Steering Committee. The ISU comprises technical teams that oversee several thematic technical committees, support resource mobilization and partnership, coordinate with government institutions, and undertake monitoring and evaluation activities. The establishment of the ISU is part of a larger programme supported by the European Union - led by UNICEF and ILO to provide technical assistance and facilitate the implementation of the strategy.

## 2. Job Description:

Under the overall supervision of the ISU Director and in collaboration with unit members, the Communication Expert will lead high quality reporting process and provide comprehensive support to the ISU technical initiatives in Arabic and English, including defining and strengthening strategic communication relationships with support from UNICEF and ILO.

## 3. Scope of Work and Results:

- Support the development of the communication strategy of the National Social Protection Strategy and follow up its implementation.

- Cover the activities of the ISU at the request of the ISU management including meetings and workshops within the specified time range before and after the meeting in coordination with the ISU.
- Ensure that the logos of the donors, the Ministry and the Strategy are placed according to their respective conditions on all materials in their final form as required.
- Develop communication materials for the ISU, including design and content (newsletters, informational bulletins on activities, success stories and press releases) in coordination with the ISU.
- Manage social platforms such as Facebook, Instagram and Twitter, including coordinating with staff to set up social media updates and ensure high quality posts in Arabic and English.
- Monitor media coverage and share information with the ISU, UNICEF and ILO relevant to the National Social Protection Strategy and the social protection sector as a whole.
- Write, edit and review public relations materials for the ISU, to include informational bulletins, articles, newsletters and official speeches/addresses; oversee the production and publication of other relevant public relations and communications materials; assist in the development of media interview contents in Arabic and English.
- Oversee the development and improvement of comprehensive contact databases.
- Design and develop public awareness activities as required, including capturing, and editing photos and videos if necessary.
- Conduct training and capacity-and-skill building sessions based on training manuals that are developed on communication skills for the implementing partners of the National Social Protection Strategy as needed.
- Logistical preparations and means of communication for the activities and meetings of the Implementation Follow-up Unit, or any other preparations as per the unit's management request.
- Facilitate dialogue sessions, if needed.
- Other related duties as assigned by the ISU.

	<b>Deliverables (in Arabic and English)</b>	<b>Duration</b>	<b>Number of working days</b>	<b>Rate per day</b>
1	An action plan describing how the expert will undertake the assignment for 2023, based on a review of relevant existing documents (e.g., Ministry of Social Development Strategy, National Social Protection Strategy, Action Plans, Monitoring and Evaluation Reports... etc.).	Two weeks after signing the contract		
2	A list of media contacts with relevant information, updated almost every three months. Qty: 3	Two weeks after signing the contract And three months after assigning the contract. And one week before the end of the contract.		
3	Analyze ISU needs in terms of media and communication gaps, media materials, target audience, stakeholders and partners, and expand and update them when needed.	One month after signing the contract.		
4	Develop standard operating procedures/forms/guidelines for media relations activities used to plan, implement and report on media and outreach activities/events (this output includes reviewing existing models, standard operating procedures if any, and developing new ones as needed).	Three weeks after signing the contract.		
5	A communication action plan based on the existing National Social Protection Strategy plans (working closely with the company that will develop the communication strategy).	Three weeks after signing the contract		

<b>6</b>	Maintain media coverage materials/press releases or topics/ articles related to ISU activity updates, National Social Protection Strategy activities, provide regular updates on a monthly basis and document this with a copy when managing the ISU. Qty: 6	At the end of each month		
<b>7</b>	Develop e reports (facts and figures) highlighting and summarizing progress made in the National Social Protection Strategy in collaboration with ISU members and stakeholders and update as needed in Arabic and English. Qty:3	End of April. End of July End of contract in September		
<b>8</b>	Prepare press releases on social protection at least once a month. Qty: 6	One press release each month.		
<b>9</b>	A training manual specialized in communication and media skills.	First week of May		
<b>10</b>	Conduct at 2 training courses/ workshops in coordination with the members of the National Social Protection Strategy ISU, to build capacities and skills based on the training manuals it has developed on communication skills and preparing reports and briefs for the implementing partners of the NSPS. Qty: 2	End of May End of August		
<b>11</b>	Hold at least 4 media activities in coordination with ISU members and NSPS focal points, to support public awareness of the NSPS and the social protection sector in Jordan.	Mid of May Mid of July Mid of August		

12	Manage social media coverage of issues related to the NSPS by developing, creating and updating content and designs on a regular basis and coordinating with MoSD staff to disseminate content.	Once every month during the contract duration.		
13	Prepare reports for all training sessions, workshops and awareness sessions in Arabic and English.	Once every month during the contract duration.		

### 5. Qualification Requirements:

- Bachelor's Degree in Media/ Journalism.
- At least 5 years of relevant experience in governmental and non-governmental organizations including working with international organizations, communication, and reporting.
- Extensive experience in research reporting, media analysis, and advocacy.
- Experience as a prerequisite in managing and updating platforms on social media.
- Ability to research and analyze information in depth to develop informative content material.
- Ability to write high-quality reports in Arabic and English.
- Excellent writing and editing news or press texts skills in Arabic and English.
- Excellent interpersonal skills, teamwork, and proficiency in working with people from diverse cultural and social backgrounds.
- Excellent knowledge of Microsoft Office software with basic programming and graphic design skills.
- Focus on detail with the ability to multitask, prioritize and remain flexible while adhering to strict deadlines in a fast-paced work environment.
- Organizational skills and attention to detail.

- Ability to work independently and as a team member, take initiative, meet deadlines, and maintain flexibility.
- National candidates only.

#### 6. Submission of the technical and financial proposals:

Interested individuals with the required qualifications and experience should submit their technical and financial proposals to [kakish@ilo.org](mailto:kakish@ilo.org) with the subject line “**Reporting and Communication Officer**” no later than Thursday 30 March 2023.