

ILO Office in Japan (ILO-Tokyo)

Generic title: Communication and Information Management Assistant

Job family: Communication and Information Management Assistants

Grade: G5

Organizational setting

This position is based in the ILO Office for Japan (ILO-Tokyo). ILO-Tokyo is responsible for representing the ILO in the country and for undertaking advocacy and outreach functions. The main objective of the office is to strengthen the relationship between the ILO and its tripartite constituents in Japan. ILO-Tokyo is responsible for providing constituents with technical advisory support services to fulfil ILO's mandate in the framework of their needs and priorities.

Main purpose

As a team member of ILO-Tokyo, the incumbent provides a range of specialized communication and information management support services. The incumbent works in an efficient, effective and client-oriented manner to support promotion, advocacy, media relations, events management, research, publication, documentation and information management activities in compliance with ILO communication strategies at national, and/or regional and global levels. The incumbent performs at a fully operational level, requiring correct application of related, rules, regulations, policies, procedures and guidelines.

The position works under the supervision of the Director of ILO-Tokyo. Supervision received is focused on the timeliness of process execution and the quality of outputs. The incumbent works with a moderate degree of independence. Work is reviewed for correctness in the application of applicable standards.

Working relationships

Internal contacts are with staff and managers in field offices, project locations and headquarters to provide support and exchange information on specialized processes, issues related to service delivery and on the correct application of established standards. The incumbent regularly liaises with and receives guidance from the regional communication unit and the information management services at headquarters.

External contacts are primarily with the media, general public, academic institutions, service providers, and counterparts in United Nations (UN) agencies and other international organizations to seek or provide information on activities and a range of communication and information products.

Key duties and responsibilities

1. Provide specialized support for the development and dissemination of communication and information products and services ensuring compliance with applicable standards. Assist senior management with the internal communications in the Office.
2. Keep up to date with ILO world of work themes and developments.
3. Provide documentation services and maintain and update webpages, databases and web content management systems, classifying information in compliance with applicable standards. Liaise with staff and managers for technical content, information on activities and issues of key importance.
4. Prepare and review communication and information products for layout and design in compliance with applicable standards.
5. Conduct media reviews and disseminate relevant news within the Office and to Regional Office, headquarters and other concerned parties as required.
6. Liaise with media outlets and journalists to provide information on upcoming meetings and special events including on accreditation and other procedures governing media coverage of ILO events. Maintain and update a media contacts/distribution list.
7. Source information from a variety of sources and respond to general inquiries and requests in a timely manner.
8. Keep abreast of changes to communication and information management methods, techniques, tools, standards and guidelines and share information with concerned parties.
9. Participate in the organization of meetings, conferences, campaigns and other events by providing administrative support and ensuring the availability and dissemination of materials.
10. Prepare inputs, run reports and extract and compile data and present information to support analysis and reporting needs.
11. Provide administrative and office support services including drafting general correspondence, initiating and following up on administrative actions, processing requests for translation and printing.
12. Perform other relevant duties as assigned.

Minimum requirements

Education

Completion of secondary school education.

Experience

Minimum of five years of office support work experience including in communication or information management support services.

Languages

Excellent command of an official language (English, French, Spanish) of the Organization.
Working knowledge of another official language of the Organization or an official national language of the duty station.

Knowledge and Competencies (technical and behavioural)

Knowledge of communication and/or information management techniques.

Knowledge of multimedia techniques and platforms.

Knowledge of producing and using multimedia products.

Good knowledge of PC software (including word processor, spreadsheet and presentation software) such as Microsoft Office.

In addition to the ILO core competencies [Integrity and transparency, Sensitivity to diversity, Orientation to learning and knowledge sharing, Client orientation, Communication, Orientation to change, Takes responsibility for performance, Quality orientation, Collaboration], this position requires:

Ability to interpret and work within the applicable rules, regulations, policies and procedures.

Ability to code and classify information in accordance with standards.

Ability to adapt quickly to new software and systems including for updating websites, desktop publishing, graphic design.

Ability to search for information from a variety of sources and respond to requests for information.

Accuracy and attention to detail and skills in the design, layout and formatting of documents.

Drafting and web writing/editing skills.

Ability to work in a multicultural environment and to demonstrate gender-sensitive and non-discriminatory behaviour and attitudes.