



International Criminal Tribunal for the former Yugoslavia

Head of Communication Service, P-4 (Temporary vacancy)

DEADLINE FOR APPLICATIONS	:	12 April 2016
DATE OF ISSUANCE	:	29 March 2016
OFFICE	:	Registry/Communication Service
JOB OPENING NUMBER	:	2016/ICTY/REG/COM/015-P

United Nations Core Values: Integrity, Professionalism, Respect for Diversity

Organizational setting and Reporting:

This position is located in the Communication Service, Registry, of the International Criminal Tribunal for the former Yugoslavia ("ICTY" or "Tribunal"). The Communication Service consists of the ICTY Public Information Office and the ICTY Outreach Programme, including the liaison activities at the ICTY Field Offices in Sarajevo and Belgrade. The incumbent will report to the ICTY Deputy Registrar.

Responsibilities:

- * Take the lead in strategy, planning, development and implementation of the Tribunal's outreach campaigns as well as its press and public information activities.
- * Effectively manage the Communication Service. Supervise staff and lead and direct the information and liaison officers dealing with press, public information and outreach in The Hague and in the former Yugoslavia, including at the two ICTY Field Offices.
- * Plan and allocate work assignments. Coach, monitor and evaluate staff.
- * Act as the focal point for public information and press activities as well as for all outreach activities of the Tribunal. Ensure coordination of these activities across all organs of the Tribunal.
- * Implement and develop the Tribunal's outreach strategy. Write and develop project proposals and oversee the writing of such proposals by other staff members.
- * Identify further activities and projects for the Tribunal to engage in as part of its outreach and legacy strategies, highlighting the institution's achievements, legacy, mandate and relevance to professional and social communities in the region of the former Yugoslavia. Assess the effectiveness of the programme and the Tribunal's outreach policies and make changes to the approach and techniques, as needed.
- * Identify key contacts/constituencies, build upon existing and establish new strategic partnerships in the region of the former Yugoslavia in order to facilitate the implementation of outreach activities/programmes. Key contacts should include State authorities and other government bodies, judicial institutions, civil society and non-governmental organizations, professional associations, universities and other educational establishments, victims' associations and citizens at grass roots level.
- * Keep control of expenditure by the Communication Service, in line with the budget.
- * Secure funding and other resources necessary for the Outreach Programme's success.
- * Represent the Tribunal at public events, including conferences, press conferences, meetings and media interviews.
- * Tracking, monitoring and analysing of the political and judicial situation as well as the media in the former Yugoslavia, ensuring accurate, timely and keen awareness among policy-makers of political trends, local conditions, and public attitudes in order to make recommendations as to how the Tribunal should respond to issues and developments and effectively meet challenges and risks.
- * Advise and assist the Tribunal Principals on public relations matters, as appropriate.
- * Assist with the planning and organization of visits of Tribunal Principals to the region.
- * Design and implement information campaigns.
- * Oversee the production of print, audio and visual communication products.
- * Maintain editorial control over portions of the website.
- * Liaise, coordinate work and cooperate with the two External Relation Officers of the Mechanism for International Criminal Tribunals.
- * Other assignments, as required.

Competencies:

- Professionalism – Thorough knowledge of and practical experience in project management including planning, organizing, securing and managing resources. Experience in project drafting, fundraising and donor relations. Excellent knowledge of and experience in the full range of communications approaches, tools and



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methodologies essential to planning and executing effective campaign strategies and programmes (e.g. campaign management, media operations, marketing/promotion, audience outreach, message targeting, etc). Thorough knowledge of ICTY's mandate, achievements and challenges and clear vision of communications tools to be employed in order to achieve programme goals. Strong knowledge of current affairs in the region of the former Yugoslavia and target audience attitudes towards the ICTY. Ability to identify public affairs needs, opportunities and risks. Ability to diplomatically handle sensitive situations with target audiences and to otherwise cultivate productive relationships. Excellent communication (spoken, written and presentational) skills, including the ability to produce a variety of written communications products in a clear concise style, to deliver oral presentations to various audiences as required and to effectively interact with the public in communicating information and building/maintaining effective business connections. Ability to successfully implement the goal of gender equality by ensuring the equal participation and full involvement of women and men in all aspects of work. Shows pride in work and in achievements; demonstrates professional competence and mastery of subject matter; is conscientious and efficient in meeting commitments, observing deadlines and achieving results; is motivated by professional rather than personal concerns; shows persistence when faced with difficult problems or challenges; remains calm in stressful situations.

- **Communication** – Speaks and writes clearly and effectively; listens to others, correctly interprets messages from others and responds appropriately; asks questions to clarify, and exhibits interest in having two way communication; tailors language, tone, style and format to match the audience; demonstrates openness in sharing information and keeping people informed.
- **Client Orientation** – Considers all those to whom services are provided to be “clients” and seeks to see things from clients’ point of view; establishes and maintains productive partnerships with clients by gaining their trust and respect; identifies clients’ needs and matches them to appropriate solutions; monitors ongoing developments inside and outside the clients’ environment to keep informed and anticipate problems; keeps clients informed of progress or setbacks in projects; meets timeline for delivery of products or services to client.
- **Managing Performance** – Delegates the appropriate responsibility, accountability and decision-making authority; makes sure that roles, responsibilities and reporting lines are clear to each staff member; accurately judges the amount of time and resources needed to accomplish a task and matches task to skills; monitors progress against milestones and deadlines; regularly discusses performance and provides feedback and coaching to staff; encourages risk-taking and supports creativity and initiative; actively supports the development and career aspirations of staff; appraises performance fairly.
- **Judgement/Decision-making** – Identifies the key issues in a complex situation, and comes to the heart of the problem quickly; gathers relevant information before making a decision; considers positive and negative impacts of decisions prior to making them; takes decisions with an eye to the impact on others and on the Organisation; proposes a course of action or makes a recommendation based on all available information; checks assumptions against facts; determines that the actions proposed will satisfy the expressed and underlying needs for the decision; makes tough decisions when necessary.

QUALIFICATIONS

Education:

Advanced university degree in communications, journalism, public relations, international affairs, politics, humanities or similar. A first level university degree in combination with qualifying experience may be accepted in lieu of an advanced university degree.

Experience:

Minimum of seven years of progressively responsible experience in international affairs. Requires experience with the United Nations or other international organisation. Managerial experience at a senior level is required. Experience and demonstrated success in project management and fundraising is desirable.

Language:

English and French are the working languages of the Tribunal. For the post advertised, fluency in oral and written English is required. Working knowledge of French and/or one of the languages of the former Yugoslavia is desirable.



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HOW TO APPLY:

NOTE FOR INTERNAL CANDIDATES:

- Staff at the P-3 and P-4 level are eligible to apply.
- Interested staff members must complete the ICTY Internal Application Form and UN Personal History Profile (PHP) form obtainable via the TRIBUNET or ICTY website. Please submit all documents including the last two e-PAS's to the recruitment@icty.org in-box. Please indicate the job opening number in the subject line.

NOTE FOR EXTERNAL CANDIDATES:

- External applicants must complete the UN Personal History Profile (PHP) form obtainable from the ICTY website (www.icty.org) and forward electronically to the recruitment@icty.org in-box. Please indicate the job opening number in the subject line.

NOTE FOR PREVIOUSLY ROSTERED CANDIDATES:

Roster candidates must express their interest and availability for published job openings by submitting an updated PHP and cover letter.

Once received, a list of candidates who meet the requirements of the post will be sent to the supervisor, who will prepare a written comparative analysis of the candidates and make a recommendation for the position.

SPECIAL NOTICE: The appointment is limited to ICTY. Extension of the appointment is subject to the extension of the mandate and/or the availability of funds. ICTY is a smoke free environment.

PLEASE NOTE THAT APPLICATIONS RECEIVED AFTER THE DEADLINE AT MIDNIGHT (THE HAGUE TIME) ON THE CLOSING DATE WILL NOT BE ACCEPTED.