



WORLD BANK GROUP

Donor Funded Staffing Program

TOR No:	2020-050
Title:	Knowledge Management, Communications and Outreach Officer
Grade:	GF
Division/VPU:	Compliance Advisor Ombudsman (CAVP)
Duty Location:	Washington, DC
Appointment Type and Duration:	Two-year Term Appointment

BACKGROUND

IFC, a member of the World Bank Group, is the largest global development institution focused on the private sector in emerging markets. Working with more than 2,000 businesses worldwide, we use our capital, expertise, and influence to create markets and opportunities in the toughest areas of the world. In FY17, we delivered a record \$19.3 billion in long-term financing for developing countries, leveraging the power of the private sector to help end poverty and boost shared prosperity. For more information, visit www.ifc.org

The Office of the Compliance Advisor Ombudsman (CAO) is the independent accountability mechanism for the International Finance Corporation (IFC) and the Multilateral Investment Guarantee Agency (MIGA), the private sector lending and insurance arms of the World Bank Group. Reporting to the President of the World Bank Group, CAO is mandated to address complaints from people affected by IFC and MIGA-supported projects in a manner that is fair, objective, and constructive and to enhance the environmental and social outcomes of projects on the ground.

The CAO has three main functions, which together seek redress for community grievances, provide public assurance that systemic gaps in IFC/MIGA project performance are identified and addressed, and catalyze institutional learning:

- **Dispute Resolution Role:** Working with communities, IFC/MIGA private sector sponsors, and relevant local stakeholders to help resolve issues raised in complaints using a flexible, problem solving approach;
- **Compliance Role:** Overseeing investigations of IFC's and MIGA's environmental and social performance, both on systemic issues and in relation to sensitive projects;
- **Advisory Role:** Providing independent advice to the President and senior management of IFC/MIGA regarding broader environmental and social issues and trends.

DUTIES AND RESPONSIBILITIES

Knowledge Management, communication and outreach are integral activities that support CAO's three functions and ensure timely communication of CAO's work and outcomes to internal and external audiences. CAO is seeking to recruit a Knowledge Management, communications and outreach officer, who will provide cross-office support in the development of new knowledge products, and communication and outreach materials and activities. Under the guidance of CAO's Senior Communications and Outreach Specialist, the officer will undertake a range of duties, including but not limited to the following:

- Support CAO internal and external communication and coordination
- Integrated into CAO's advisory and communications work programs, work with staff in the dispute resolution, compliance and advisory functions to carry out knowledge sharing activities and develop new knowledge products (case studies, videos, presentations, brochures, e-learning etc.) focused on engaging IFC/MIGA/WBG staff and clients, as well as communities, civil society and other external stakeholders.
- Support the development of new communication materials, updates and feature stories for CAO website and social media in English and/or other languages as needed
- Support CAO's monthly, quarterly and annual reporting, including tasks such as gathering and compiling CAO news and inputs from specialists, and working with CAO's data focal points.
- Support CAO's global outreach program in the planning and execution of workshops with civil society and other stakeholders in Latin America, Africa, Asia, Europe and Central Asia, Middle East and North Africa, and Latin America and the Caribbean regions. Assist in coordination and collaboration with other IFI independent accountability mechanisms related to outreach and knowledge sharing activities.
- Help liaise with IFC and MIGA communications staff / ECR related to CAO's work.
- Provide other relevant support work requested by the senior CAO team related to knowledge management, communications and outreach.

Note:

The selected candidate will not be assigned to programs involving his/her own government such as donor coordination and trust fund management.

SELECTION CRITERIA

- Over 5 years work experience in corporate communications, international relations, public affairs, political science, or another related field.
- Excellent communicator with strong attention to detail
- Superb writing and editing skills, proven track record of preparing high quality knowledge and communications products for diverse audiences, and an ability synthesize complex materials in a clear, concise, and accessible style.
- Experience working with different communications and multimedia platforms, as well as website and social media management;
- Experience working with data analysis and data visualization for different audiences;

- Demonstrated commitment and interest in accountability, grievance redress and remedy for project-affected people, stakeholder engagement, and environmental and social sustainability issues.
- Capacity to work effectively with a range of stakeholders including private sector, government, NGOs and project-affected communities.
- Strong diplomatic, interpersonal and teamwork skills, and sensitivity to work in a multicultural environment;
- Ability to be self-motivated in reaching short deadlines, flexible, and ability to multitask.
- Ability to work in a pressured environment with issues of ethics and integrity at forefront of work
- Excellent inter-personal and problem-solving skills.
- Fluency in written English essential, and ability to work in other languages preferable

Applicants who have earlier worked in any capacity for the World Bank Group will, in addition to the above, be individually assessed regarding potential conflict of interest. Applications from current staff of IFC/MIGA, or those who have been employed by IFC/MIGA in the past two years, will not be considered.

Successful applicants will be contractually barred from work for IFC or MIGA for a period of two years post-CAO employment.