



Terms of Reference

POST TITLE: Knowledge Management and Communications Consultant
DUTY STATION: Manila, Philippines
DURATION: 12 Months
STARTING DATE: 1 December 2015 – 30 November 2016

1. Background

The United Nations Human Settlements Programme, UN-Habitat, is the United Nations agency for human settlements development. It is mandated by the UN General Assembly to promote socially and environmentally sustainable communities, towns and cities with the goal of providing adequate shelter for all. The main documents outlining the mandate of the organization are the *Vancouver Declaration on Human Settlements*, *HABITAT Agenda*, *Istanbul Declaration on Human Settlements*, *the Declaration on Cities and Other Human Settlements in the New Millennium*, and the *Resolution 56/206*. Its activities contribute to the overall objective of the United Nations to reduce poverty and promote sustainable development within the context and the challenges of a rapidly urbanising world.

By working at all levels and with all relevant stakeholders and partners, UN-Habitat contributes to linking policy development and capacity-building activities with a view to promoting cohesive and mutually reinforcing social, economic and environmental policies in national policies and programmes in urban development and human settlements which conform with international practices and covenants.

UN-Habitat established its country office in the Philippines in 2004, and runs multiple projects and programmes.

2.0 ASUD Project in the Philippines

The project approach will employ the principles, strategies and tools developed and set forward in the Medium-Term Strategic and Institutional Plan (MTSIP) of the UN-Habitat. In particular, the project will address the issues on lack of capacities in urban planning and design, urban economy and finance, and urban land, legislation and governance as applied particularly in planned city extensions. At the national policy level, the project will inform the review of the National Urban Development and Housing Framework, the national guidelines on Local Shelter Planning as well as the Habitat III national report and other policies related to urban development. Interventions will be implemented in an integrated manner with ASUD as a national program through which the network of five pilot cities, namely, Silay, Iloilo, Cagayan de Oro, Zamboanga and Butuan, and development partners work and learn as one community of practice.

More about the project in <http://www.unhabitat.org.ph/index.php/2-uncategorised/323-arcadis-extends-technical-support-to-asud-project-in-the-philippines>

3.0 Post-Haiyan Recovery and Reconstruction Projects

In response to requests by local and national governments for technical assistance, UN-Habitat Philippines Typhoon Haiyan Response implemented shelter projects in affected areas. Enhanced visibility of the products and services offered is a key entry point for the “selling” of comprehensive “Building Back Safer Shelters” strategies to national and local level partners as well as to donors. Cities where UN-Habitat has bigger visibility because of the extensive engagement are Tacloban, Guiuan, Roxas, and Ormoc.

More about the programme: <http://unhabitattyphoonhaiyanresponse.wordpress.com>

4.0 Cities and Climate Change Program in the Philippines

UN-Habitat has been working on climate change, through its Cities and Climate Change Initiative (CCCI) in the Asia-Pacific region since 2008. In the Asia-Pacific Region, CCCI continues to expand, now supporting 40 cities. A regional strategy supports the further expansion. The regional programme brings local partners together to jointly learn and share experiences on themes such vulnerability assessments and planning for climate change, urban ecosystem based adaptation, climate change and multilevel governance.

More about the initiative: http://www.fukuoka.unhabitat.org/programmes/ccci/index_en.html

5.0 Scope of Work of the Knowledge Management and Communications Consultant

Guided by UN-Habitat’s knowledge management framework, and communications guidelines, s/he shall be responsible for implementing a knowledge management system, and work on outreach and communications for the agency under the guidance of the Habitat Programme Manager. S/he will take the lead role in the documentation of the expert group meetings for all the projects and programmes, forums, consultations and other activities related to the planning, development and implementation of the Achieving Sustainable Urban Development (ASUD) program, and other projects and programmes such as the Cities and Climate Change Initiative, and all projects related to post-Haiyan work of UN-Habitat. Consultant will also work on the development of training materials and approaches in support of the program, projects and initiatives, and in the coordination of learning and knowledge sharing events. S/he shall maintain the UN-Habitat Philippines website www.unhabitat.org.ph, also write text, and post suitable photos and other illustrations. In addition, consultant will manage official blog of the UN-Habitat Philippines: <http://unhabitattyphoonhaiyanresponse.wordpress.com>, also acts as administrator of social media platforms which UN-Habitat Philippines and partners populate. Also, ensures that publication of the monthly UN-Habitat Philippines e-bulletin is prepared and disseminated to relevant partners. Consultant shall also provide knowledge management services to other UN-Habitat programmes and projects, and contribute to the advocacy and initiatives of the UN system in the Philippines as a member of the UN Country Communications Group (UNCCG).

In support of UN-Habitat institutional knowledge management and communications activities:

- Develop and implement a knowledge management system and communications strategy for the country office of the agency;
- Document expert group meetings, forums, consultations and other activities related to the planning, development and implementation of UN-Habitat programmes and projects;
- Develop training materials and approaches in support of the programmes and projects, and communicate outcomes by preparing blog entries, press releases, reports, etc.;

- Maintain and produce original content for online outreach platforms and social media channels, including but not limited to the UN-Habitat Philippines website, blogs, Facebook account/groups and Twitter;
- Ensure the publication of a monthly UN-Habitat Philippines e-bulletin.
- Support documentation of demonstration projects and development of knowledge/communication materials for targeted users/audiences (brochures/materials) from the documentations developed;
- Provide technical advice on knowledge sharing activities to maximise the events as a means to replicate the good practices done and share the lessons learned from the project and programme cities;
- Support the development of knowledge products borne out of the implementation of ASUD, CCCI, and other projects and programmes.
- Contribute in UNCCG activities when and where needed

6.0 Schedule & Duration

Twelve (12) months starting 1 December 2015.

7.0 Terms of Payment

Payments shall be made on a monthly basis upon submission of monthly progress reports against all activities specified above, and clearance by Habitat Programme Manager Philippines. Mission reports, project documents, daily time records, etc. are to be attached to the monthly report.

8.0 Qualifications and Experience

The consultant shall have:

- Minimum Bachelors Degree in development communications, social marketing, journalism, media, or other related field;
- Minimum of 8 to 9years relevant project experience, especially in preparing LGU capacity development approaches and training materials in the field of urban planning and management, and communicating development project results through social media;
- Minimum 3 years' experience in knowledge management and communications, and its application in development programs and projects in the Philippines, experience working for the UN system is preferred;
- Exhibit solid working knowledge, key terms and current state of knowledge on development issues and directions especially on climate change, urban development, human settlements, water and sanitation, drainage systems, local economic development, shelter, post disaster recovery and reconstruction, and related issues;
- Have substantial experience in information systems design and implementation as well as design and facilitation of learning events;
- Possess transferable skills in knowledge documentation, use and regeneration;
- Have strong technical and creative writing skills with a full command of English (spoken and written). Working knowledge of Filipino and other languages is an advantage;
- Possess a strong background and working experience in tools development and toolkit production, learning product design (i.e., manuals, guidebooks, toolkits, brochures, etc.)
- Possess advance and publishable writing skills for both online and offline dissemination (i.e. press releases, blogs, brochures, news articles, etc.) , familiarity with using and posting on social media channels (Facebook, Twitter) and have a basic understanding of maintaining web content hosted on Joomla and Wordpress
- Basic graphic design, photography, and video editing skills are an asset

9.0 **Core Values**

Integrity

Demonstrates the values of the United Nations in daily activities and behaviours. Acts without consideration of personal gain. Resists undue political pressure in decisionmaking. Does not abuse power or authority. Stands by decisions that are in the Organization's interest, even if they are unpopular. Takes prompt action in cases of unprofessional or unethical behaviour.

Professionalism

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.

Respect for Diversity

Works effectively with people from all backgrounds. Treats all people with dignity and respect. Treats men and women equally. Shows respect for and understanding of diverse points of view and demonstrates this understanding in daily work and decision-making. Examines own biases and behaviours to avoid stereotypical responses. Does not discriminate against any individual or group.

10. **Core Competencies**

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.

Teamwork

Works collaboratively with colleagues to achieve organizational goals. Solicits input by genuinely valuing others' ideas and expertise; is willing to learn from others. Places team agenda before personal agenda. Supports and acts in accordance with final group decision, even when such decisions may not entirely reflect own position. Shares credit for team accomplishments and accepts joint responsibility for team shortcomings.

Planning & Organizing

Develops clear goals that are consistent with agreed strategies. Identifies priority activities and assignments; adjusts priorities as required. Allocates appropriate amount of time and resources for completing work. Foresees risks and allows for contingencies when planning. Monitors and adjusts plans and actions as necessary. Uses time efficiently.

Accountability

Takes ownership of all responsibilities and honours commitments. Delivers outputs for which one has responsibility within prescribed time, cost and quality standards. Operates in compliance with organizational regulations and rules. Supports subordinates, provides oversight and takes responsibility for delegated assignments. Takes personal responsibility for his/her own shortcomings and those of the work unit, where applicable.

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.