

Business Support Assistant, Monitoring Assistant and Senior Communication Associate - UN World Food Programme

Assisting more than 115.5 million people in 120 + countries each year, the World Food Program (WFP) is the leading humanitarian organization saving lives and changing lives, delivering food assistance in emergencies, and working with communities to improve nutrition and build resilience

Location: Beirut, Lebanon

Deadline for application: June 28, 2024

Contract Duration: 12 months (extendable)

1. Business Support Assistant

Major: degree in Business Administration, Languages and Translation or any related field

Experience: 4 – 6 years of experience

Major Responsibilities:

- Collate information for inclusion in reports, documents and correspondence, to support the effective work of other staff.
- Respond to standard queries and provide timely and accurate guidance.
- Process and manage routine administrative and financial tasks in various functional areas, to contribute to the effective and timely management of resources
- Manage and maintain records and databases, to ensure information is organized and readily available for staff.
- Maintain relationships with a range of individuals through provision of business support to assist in information sharing and service delivery to staff.
- Proofread reports, documentation, correspondence, etc., making changes in line with established guidelines where appropriate.
- Contribute to improvement of business procedures and processes.
- Collect and perform basic analysis of data to contribute to quality business information management
- Provide guidance to junior colleagues in performing their duties.
- Perform other related duties, as required.

Additional Requirements:

- Experience taking minutes of meetings, and supporting the drafting/proofreading, translation and tracking/dissemination of information/news, bulletins, etc. in various formats/platform.
- Experience updating database/tracking sheet and maintaining records in a timely and accurate manner.
- Experience conducting research and compiling background information/data from different sources, including digital social channels used by WFP.
- Experience dealing with procurement processes.
- General knowledge of Security and Safety.

2. Monitoring Assistant

Major: degree in Nutritional Sciences, Economics, Agricultural Studies, or any related field

Experience: 4 – 6 years of experience

Major Responsibilities:

- Verify food assistance distribution plans and report discrepancies to the supervisor for timely corrective action.
- Assist in the planning of M&E activities for all food assistance and livelihoods programmes conducted in the field office in alignment with WFP's policies and directions.
- Conduct regular field visits to monitor food distributions and cash-based transfer's redemption points, including ATMs, contracted MTOs and shops, to ensure compliance with program standards and protocols.
- Conduct post-distribution monitoring, including process monitoring and basic needs outcome monitoring, to assess the efficiency and effectiveness of the food assistance provided and collect beneficiary feedback.
- Maintain information records, such as records of Ecards, food distribution and program checklists, as well as monitoring plan documentation, to assist in the effective delivery of assistance.
- Assist in compiling, consolidating, cleaning and analyzing data at field level to support operational decision-making
- Liaise with cooperating partners and internal counterparts to gather feedback and comments to support program reviews and improve services.
- Receive and collate comments and feedback from cooperating partners and beneficiaries to support identifying programmatic issues with a view to fostering efficient operations.
- Provide guidance to cooperating partners on WFP operational practices and monitoring tools and methods for adequate programme implementation and monitoring.
- Prepare regular field monitoring reports for various programs including direct food assistance, livelihoods, and retail sector.
- Follow established food assistance response processes and procedures for all WFP projects on field level.
- Perform other related duties, as required.

Additional Requirements:

- Proficient computer knowledge and usage of MS software package, internet search and mapping.
- Advanced knowledge in MS Excel.
- Familiarity with other statistical analysis software packages (SPSS is a plus).
- Work experience with NGO or UN is a plus.

3. Senior Communications Associate

Major: degree in Media and Communication, Business Administration, Marketing, or any related field

Experience: 7 – 8 years of experience

Major Responsibilities:

- Develop relatable and creative digital campaigns in coordination and with the support of the Communications team which best cover WFP's assistance in the country and donor visibility

- Act as a focal point for donor visibility requirements including ideation, content creation and reporting on engagement in coordination with the Communications team
- Evaluate the effectiveness of digital campaigns and WFP Lebanon’s performance online using metrics through regularly produced insights on best practices and lessons learned
- Oversee and Prepare content for use on traditional and social media platforms and networks to enhance coverage and support of WFP’s activities, ensuring consistency with corporate messages.
- Monitor traditional and social media and report relevant information to inform the development and/or evaluation of communications activities and strategies
- Coordinate and make recommendations on event planning, ensuring appropriate services, equipment, plans and suitable materials are made available.
- Promote and provide advice on communications guidelines, to ensure that core procedures and policies are followed.
- Ensure that relevant information is collected, and maintained in appropriate files and databases, by self or others, so that accurate records are available for others to access.
- Manage a broad range of day-to-day questions and information requests from internal and external stakeholders, using specialised knowledge to respond to these in a timely, appropriate manner.
- Develop and maintain relationships with internal and external stakeholders, in order to keep abreast of relevant information, and deliver aligned, coherent Communications processes and activities.
- Contribute to the development of communications methods and processes in order to improve their effectiveness and increase awareness of WFP’s work to the media and stakeholders.
- Perform other related duties as required.

Additional Requirements:

- Experience in social media platforms management (e.g., Facebook, Twitter, Instagram, LinkedIn, TikTok, Pinterest, YouTube)
- Proficiency in content creation tools (e.g., Canva, Adobe Suite)
- Experience in social media analytics tools (e.g., Hootsuite, Buffer, Sprout Social)
- Experience in developing content strategies for social media
- Proficiency in crafting compelling and engaging text for various communication products
- Experience in developing clear and impactful messages that communicate WFP’s mission, activities, and impact effectively
- Ability to translate complex concepts into accessible language for diverse audiences
- Familiarity with social listening tools (e.g., Talkwalker, Brandwatch)
- Familiarity with video editing tools (e.g., Final Cut, iMovie)

How to Apply:

Kindly send your CV or contact the Career Services Center, Email: career.services@balamand.edu.lb, Ext. 7801; 7802