

## **Terms of Reference –Project Officer Specialised in Communication and Information**

**Position:** Project Officer Specialised in Communication and Information in the Joint Technical Secretariats (hereinafter “the JTSs”) for the IPA Cross-border Cooperation Programmes Serbia – Montenegro and Serbia – Bosnia and Herzegovina 2014-2020 (hereinafter “the Programmes”)

**Location:** Minimum of 50% of these working days should be spent in the eligible territory covered by two programmes.

### **Overall objective**

**The Ministry of European Integration of Republic of Serbia, in agreement with the Ministry of European Affairs of Montenegro and Directorate for European Integration of Bosnia and Herzegovina is issuing a public call for expression of interest in order to proceed with the recruitment of one (1) Project Officer Specialised in Communication and Information for the implementation of the IPA II Cross-border Cooperation Programme Serbia-Montenegro and Serbia – Bosnia and Herzegovina 2014-2020.**

In accordance with the Commission Implementing Decision C(2014)9448 adopting a Support Measure for Technical Assistance for cross - border cooperation programmes between IPA II beneficiaries under the Instrument for Pre-accession Assistance 2014-2020 (hereinafter “the IPA II”) for the year 2014 (dated 10<sup>th</sup> December 2014), the first technical assistance allocation under the Programmes will be made available via direct award of a service contract concluded between the Delegation of European Union (hereinafter “the EUD”) to the Republic of Serbia and the European Integration Office of the Republic of Serbia (hereinafter “the SEIO<sup>1</sup>”). This service contract and all subsequent ones will provide support to the work of the Operating Structures (hereinafter “the OSs”) in three participating countries and of the Joint Monitoring Committees (hereinafter “the JMCs”) in ensuring efficient set - up, implementation, monitoring and evaluation of the Programmes. This will be achieved through the establishment and operation of a JTS whose main office is located in Uzice (Republic of Serbia) and its Antenna in Tuzla (Bosnia and Herzegovina) and a JTS whose main office is located in Prijepolje (Republic of Serbia) and its Antenna in Bijelo Polje (Montenegro). The JTSs will be in charge of the day-to-day management of the Programme and will be reporting to the OSs and JMCs.

In line with the Terms of Reference for technical assistance under the Programmes for the 2014-2016 allocations, the Project Officer Specialised in Communication and Information shall discharge his/her duties for at least 240 working days over 13 months of contract duration and shall be responsible for all matters related to management and implementation of the aforementioned service contract, including the following:

- Organizing and implementing activities under the service contract related to visibility of the project outputs;
- Maintaining smooth and regular communication with all parties concerned (i.e. potential applicants, beneficiaries, the OSs and the other Programme key stakeholders) for issues related to the visibility of the Programme and of the projects

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<sup>1</sup> Please note that on June 26<sup>th</sup>, 2017 National Assembly of the Republic of Serbia adopted Law on Amendments to the Law on Ministries (Official Gazette of the Republic of Serbia No 62/2017 from June 26<sup>th</sup>, 2017). Law introduced new Ministry of European Integration (MEI) which took over from Serbian European Integration Office all employees, as well rights and obligations, equipment and archive, while Serbian European Integration Office stopped working.

Formally, the Project Officer Specialised in Communication and Information will be reporting to a Head of the JTS, and the person responsible on behalf of MEI, through timesheets. The position includes travelling, mainly throughout the Programme area for the following reasons:

- Monitoring of CBC projects that will be implemented under the Programme in the context of ensuring that produced outputs are in line with EU Visibility Guidelines;
- Attending the coordination meetings between the OSs and the JMC meetings, as well as any other Programme meetings/events in the field related to his/her area of competence.

## **Responsibilities and tasks**

The responsibilities and tasks of the Project Officer Specialised in Communication and Information relate to specific expert advice in the area of visibility, communication, social media and contacts with the press for the following JTSs areas of activities:

### *Calls for Proposals*

- Assists in preparation of partner search forums if deemed appropriate;
- Assists and gives support to CFCU in drafting of publicity documentation related to publications of Calls for Proposals and advertising it to potential applicants and media
- Assists in preparation of workshops for potential applicants;
- Assists in preparation of project clinics;
- Assists in answering queries on Calls for Proposals from interested applicants related to his/her area of competence by the relevant deadlines;

### *Project monitoring*

- Assists in preparation of Implementation Seminars for beneficiaries;
- Day-to-day support and direct help-line for beneficiaries in his/her area of competence;
- ad-hoc monitoring visits related to visibility issues;
- Keep relevant up-to-date project visibility information in electronic form.

### *Programme monitoring*

- Contributes to drafting of the JTSs Annual Work Plan;
- Contributes to drafting of Annual Implementation Reports (or equivalent documentation for JMCs not scheduled to examine such reports) and the Final Implementation report;
- Provide any relevant information related to communication and visibility to the OSs in the participating countries as required.

### *Publicity, visibility and information*

- Drafts Communication Action Plan;
- Ensures content and texts are regularly uploaded on the Programme website and ISDACon website;
- Gives training sessions and day to day guidance to beneficiaries on how to implement visibility guidelines
- Ensure that the visibility guidelines are updated as well as the glossary (English/Serbian/Montenegrin/Bosnian) of the key words to be used in the communication/visibility materials of the Programme in order to ensure a standard communication and to avoid confusion or misunderstandings (e.g. “Call for Proposals”, “actors”, “action”, “applicant”, “co-applicant”, “affiliated entities”)
- Participates in organization of events as indicated in the JTSs Annual Work Plans, timetables for Calls for Proposals, and/or Communication Action Plan;
- Assist with preparation and production of printed materials as indicated in the JTSs work plans and/or Communication Action Plans;
- Provision of advice and support to CBC Programme Officers with regard to communication, visibility and information issues and activities;

- Updating and implementing of the Programme Communication and Visibility plan, including measuring progress against targets, maintenance of the visual identity and managing any relevant budgets;
- Provide support to MEI Visibility Officer and if needed, in cooperation with EUD and CBC Programme Officers, developing and maintaining publicity, visibility and information materials, including programme/project summaries, success stories and press releases;
- Organizing the CBC Department's hosting of or participation in publicity, visibility and information events, including drafting of speeches and preparation for interviews;
- Monitoring the press for items relevant to the management of CBC programmes;
- In conjunction with the Project Officers financed under the service contract, ensuring the service contract's visibility according to EU requirements;
- On request, attending publicity, visibility and information events, including project openings and closings;
- Provide information for media - press releases, announcements, news, events, awareness campaign, photo-gallery, contact persons;
- Acts as liaison officer between programmes and projects and the media, identifying PR opportunities, success stories and best-practices in order to raise awareness about CBC projects and programmes
- Maintains social media of the programmes
- Keeps register of request for information;
- Liaises with EU Delegation, OSs and Partner country matching relevant bodies and provides additional relevant support to the hierarchy as requested.

#### *Other*

- Immediate reporting of any signal of irregularities identified;
- All documents are appropriately filed either in physical or electronic form, or both;
- Fulfillment of other tasks, as required.

### **Professional requirements**

The Project Officer Specialised in Communication and Information must fulfill the following conditions and have the following qualifications and experience:

#### *Qualification and skills*

- University degree (VII level of high education 240 ECTS credits) or 8 years of relevant professional experience
- Fluency in both written and spoken English and the official languages in participating countries;
- Good communication skills;
- Computer literacy;
- Driving license.

#### *General professional experience*

- Minimum 6 years of general professional experience;

#### *Specific professional experience*

- Minimum 5 years of professional experience in information, dissemination and communication activities in public or private sector;
- Minimum 2 years of experience in communication/visibility of programmes/projects funded by the EU or another international donor;
- Experience in management and implementation of multiple communication and information tasks such as the organization of events, organization of promotional campaigns, management of websites, production of films, TV or radio shows, and preparation of flash news and newsletters;

- Experience in the provision of training related to information and communication skills and techniques will be an asset;
- Experience in matters related to Cross-border Cooperation in IPA II Beneficiaries will be an asset;