



Short Term Consultant – Communications Assistant

Terms of Reference

I. Description

The Office of the Compliance Advisor Ombudsman (CAO) is the independent accountability mechanism for the International Finance Corporation (IFC) and Multilateral Investment Guarantee Agency (MIGA), members of the World Bank Group, reporting directly to the IFC and MIGA Boards. CAO's mandate is to facilitate the resolution of complaints from people affected by IFC and MIGA projects, enhance environmental and social project outcomes, and foster public accountability and learning to enhance IFC's and MIGA's performance.

Communication and outreach are integral activities that support CAO's work and strategic engagement with internal and external stakeholders. The CAO Communications Team is looking for a short-term Communications Assistant to support the following:

- i) internal communications and staff engagement efforts;
- ii) logistics and coordination activities related to CAO's website development and updates; and
- iii) day-to-day communications for CAO, which includes (but not limited to): drafting content for various communications channels/materials, such as social media platforms, assisting with events, and working with teams across CAO on publications/reports.

II. Responsibilities & Deliverables

- Support logistics/coordination activities related to CAO's website development and update, including liaising with the vendor and World Bank Group information technology teams.
- Create a tracking system for website updates/enhancements.
- Support content development for CAO channels/materials, including the website and social media, posting content when required.
- Support the development of the monthly internal staff newsletter, including identifying information and drafting content relevant for CAO staff.
- Support CAO data tracking and disclosure activities as needed.
- Support external events, including logistics oversight and drafting event materials.

III. Selection Criteria

- Minimum bachelor's degree in communications, public affairs, or areas related to international development, with 2-3 years of relevant experience.
- Excellent writing and editing skills, both for technical and general audiences.
- Proven skills in website editing/publishing and social media. Experience using Drupal and Hootsuite is a plus.
- Proven ability to work with multiple vendors on complex projects.

- Excellent organizational and administrative skills, in addition to demonstrated ability to multitask and prioritize tasks under tight deadlines.
- Demonstrated experience and skills in creating and editing content in Word, Excel and PowerPoint.
- Excellent team player, willing to adjust scope as needed to support quality communications outputs for CAO.
- Ability to work in languages other than English an asset.

Contract Details:

This short-term consultant assignment will be for 50 days through February 29, 2024.

Resumes and cover letters should be sent to kgraczyk@worldbankgroup.org by October 11, 2023.