TERMS OF REFERENCE (ToR)

Digital Communications and Outreach Officer

SERVIR-HKH

Strategic Group 3: Enabling Regional and Global Mechanisms for Sustainable Action
**Position overview**

We are looking for a dynamic, digital-first Digital Communications and Outreach Officer to take [SERVIR-HKH](#)’s communications and outreach activities to the next level for delivering impact on ICIMOD’s long-term impact areas, namely transboundary risk reduction and adaptation, air quality, biodiversity and environmental health, and green mountain economies. A joint initiative of NASA, USAID, and ICIMOD, SERVIR-HKH addresses critical challenges in climate change, food security, water and related disasters, land use, and air quality across the Hindu Kush Himalayan (HKH) region. Using satellite data and geospatial technology, SERVIR-HKH works to improve resilience and sustainable resource management at local, national, and regional scales.

Sitting within the HKH regional hub for the cutting-edge use of Earth Observation and geospatial information in disaster risk reduction, environmental monitoring, and climate action, this role is suited to someone who thinks digital-first, loves data, and is highly motivated to impact a crucial area of environmental action and where natural disasters are predicted to rise. It will appeal to someone who can manage priorities and is happy to work across a spectrum of digital content and communications functions. The ideal candidate will be a proactive and collaborative natural communicator, passionate about mountain cultures and ecosystems – able to amplify and strengthen ICIMOD’s advocacy voice, power, and profile in an area of urgent institutional focus. You’ll be joining a talented and tenacious team and organisation as we step up our communications to reflect the ambition in our new [Strategy 2030: Moving Mountains](#) and our [Medium-Term Action Plan V (2023–2026): Embracing Change and Accelerating Impact](#), with opportunities for growth and progression.

**Responsibilities**

The Digital Communications and Outreach Officer will largely work under our Strategic Group 3: Enabling regional and Global Mechanism for Sustainable Action and fulfil the following duties and responsibilities:

- Develop and provide quality assurance of all project communications, outreach activities, and products, including short videos, manuals, posters, infographics, data visualisation and maps, newsletters, web-based and mobile applications, and use cases.
- Oversee the development and growth of SERVIR-HKH-owned communications channels, from newsletters to socials, developing innovative content and providing guidance and training to SERVIR-HKH colleagues to increase their online presence and influence, ranging from blogs to social media.
- Assess the effectiveness of SERVIR’s digital and web presence, revising the content and navigation in consultation with subject matter experts and the programme
management unit – support the maintenance of online dynamic web maps, 3D web scenes, web services, and visualisation dashboards.

- Ensure the SERVIR-HKH website and scientific applications/systems are regularly updated and fully functional by coordinating with the broader team.
- Cultivate relationships with journalists and look for opportunities to build SERVIR’s profile through national, regional, and global media – draft and issue press releases and monitor media coverage for SERVIR-HKH.
- Serve as primary liaison with SERVIR Science Coordination Office, the SERVIR Support team, and other SERVIR hubs in Asia, Africa and Latin America, ensuring the development and sharing of knowledge and communication products.
- Set the strategic direction and take SERVIR-HKH communications and outreach activities to a new level, ensuring alignment with ICIMOD’s, USAID’s, and NASA’s communication strategies and branding guidelines.
- Co-author progress reports and technical reports and edit routine publications such as workshop reports and other publications; collect, process, and evaluate geospatial data and compile small-scale briefing/report maps.
- Support the delivery of customised products, tools, and services for specific audiences/customers as required.
- Ensure programme communications and outreach activities align with the annual work plan to meet programme objectives.

Additional responsibilities

- Support and work with the central Communications Unit to integrate SERVIR-HKH communications institutionally.
- Provide technical inputs in developing training courses, workshops, and other capacity-building activities for other ICIMOD projects and activities.
- Proactively support ICIMOD’s action areas to increase the uses of SERVIR’s geospatial services in ICIMOD projects and activities.

Minimum qualifications and experience

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- A Master's degree or equivalent in environmental science, geography, management, communication, or a relevant discipline with 2 years of experience. Alternatively, a Bachelor's degree in a relevant subject in combination with 4 years of qualifying experience will be accepted in lieu of the Master’s degree.
- Demonstrated experience or interest in geospatial information systems, Earth observation, digital cartography, and data visualisation.
- Knowledge of web content and web development (UI/UX) and social media outreach.
- Knowledge of digital photography, print, and video production.
• Ability to grasp new, complex information quickly and distil it into communications content.
• Excellent interpersonal and time management skills.
• Excellent communication and networking skills.

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• Experience working in an international organisation with people from a wide range of cultures and nationalities.
• Working knowledge of, or interest in learning, languages of the HKH region.

Reporting and supervision

The Digital Communications and Outreach Officer will directly report to the Chief of Party – SERVIR-HKH in coordination with Strategic Group 3 Lead and Head of Communications. This position will work under the technical guidance of the Head of Communications and is expected to support institutional communications as well as work as a member of the wider communications community within ICIMOD.

Location

You will be working in a cross-cultural, impact-oriented environment at ICIMOD’s head office in Lalitpur, Kathmandu, Nepal. Occasional travel will be required to countries in the HKH region. Kathmandu is a lively and exciting place to live. People are friendly, living costs are comparatively inexpensive, and food is delicious (with a range of local and international cuisines), with good local and international schools and a low crime rate. Nepal offers amazing trekking, white water rafting, and safaris, combined with a rich culture and charming yet lively nightlife.

Duration

Two years, with a probation period of six months, with the possibility of extension subject to performance and ICIMOD’s future funding levels.

Remuneration and benefits

This is an international position at ICIMOD. Remuneration is commensurate with experience and qualifications. Salaries and benefits at ICIMOD are competitive compared with other international organisations. We offer a comprehensive benefits package, which includes a
provident fund, health insurance, severance pay, children’s education grant, and paid leave (30 holidays and 10 public holidays per year). For expatriates, there is a tax exemption in Nepal; they are responsible for their home country’s tax payments. Expatriate staff are entitled to housing allowance, annual home leave ticket, shipment of personal effects, and an installation and removal allowance.

**ICIMOD’s core values**

These values are an expression of our culture and are central to the guiding beliefs and principles of our work and behaviour. Our core values lie at the heart of ICIMOD’s operations and delivery. They underpin everything we do and frame how we work with our partners. They reflect our founding intentions and the balances we seek to hold, while equipping ourselves for the future. These core values are integrity, neutrality, relevance, inclusiveness, openness, and ambition.

**Diversity, equity, inclusion, and safeguarding**

ICIMOD’s human resource selection process is based on the qualifications and competence of the applicants. As an employer, ICIMOD is committed to promoting diversity, equity, and inclusion, and offers equal opportunities to applicants from all backgrounds and walks of life, including but not limited to gender, age, national origin, religion, race, caste, ethnicity, sexual orientation, disability, or social status. ICIMOD strongly encourages applications from all eligible applicants, especially women, from all parts of the HKH region.

ICIMOD is dedicated to establishing and upholding a safe and nurturing work environment, where all its employees can participate fully and meaningfully without fear of violence, harassment, exploitation, or intimidation. Any type of abuse or harassment, including sexual misconduct, by our staff, representatives, or stakeholders, is not condoned or tolerated.

**Background to ICIMOD**

The International Centre for Integrated Mountain Development (ICIMOD), based in Kathmandu, Nepal, is the leading institute for the study of the HKH. An intergovernmental knowledge and development organisation with a focus on climate and environmental risks, green economies, and sustainable collective action, we have worked in our eight regional member countries – Afghanistan, Bangladesh, Bhutan, China, India, Myanmar, Nepal, and Pakistan – since our foundation.

Entering our 40th year, ICIMOD is perfectly positioned to support the transformative action required for the HKH to face the challenges of the escalating effects of climate change, pollution, water insecurity, increased disaster risk, biodiversity loss, and widespread
socioeconomic changes. We seek to raise our ambition to support the required transformative action to step up our engagement through to 2030.

**Method of application**

Applicants are requested to apply online before 19 July 2023 (11:59 PM Nepal Standard Time) through [ICIMOD Vacancy Application Portal](#).

Only shortlisted candidates will be notified.