



## UNITED NATIONS CHILDREN'S FUND (GENERIC) JOB PROFILE

### I. Post Information

Job Title: **Social and Behavior Change Officer (Social Analytics)**  
Supervisor Title/ Level: **Social and Behavior Change Manager, NO4 Level (Post No. 95088)**  
Organizational Unit: **Office of the Deputy Representative- Programmes**  
Post Location: **Harare, Zimbabwe Country Office**

Job Level: **Level 2**  
Job Profile No.: **118586**  
CCOG Code: **1L05**  
Functional Code: **CFD**  
Job Classification Level: **Level 2**

### II. Organizational Context and Purpose for the job

The fundamental mission of UNICEF is to promote the rights of every child, everywhere, in everything the organization does — in programmes, in advocacy and in operations. The equity strategy, emphasizing the most disadvantaged and excluded children and families, translates this commitment to children's rights into action. For UNICEF, equity means that all children have an opportunity to survive, develop and reach their full potential, without discrimination, bias or favoritism. To the degree that any child has an unequal chance in life — in its social, political, economic, civic and cultural dimensions — her or his rights are violated. There is growing evidence that investing in the health, education and protection of a society's most disadvantaged citizens — addressing inequity — not only will give all children the opportunity to fulfill their potential but also will lead to sustained growth and stability of countries. This is why the focus on equity is so vital. It accelerates progress towards realizing the human rights of all children, which is the universal mandate of UNICEF, as outlined by the Convention on the Rights of the Child, while also supporting the equitable development of nations.

**Job organizational context:** The Social & Behavior Change Officer (Social Analytics) GJP is developed to meet the office need, and to align with the new focus of Social and Behavior Change Communication in the organization.

**Purpose for the job:** The Social and Behavior Change Officer (Social Analytics) reports to the **Social and Behavior Change Manager NO4 level (Post No. 95088)** for supervision and guidance technical oversight on analytics and monitoring from the Chief of Programme, Planning and Monitoring (PPM) P5 level (Post No 67300). The Officer provides technical and operational support to the office by designing, administering, implementing, monitoring social/behavioral data and/or contribute to the evaluation of strategic behavior initiatives and activities to promote community engagement and participation, understanding of social/behavioral trends, and measurement of behavioral and social change/mobilization, requiring the application of technical and theoretical skills and thorough knowledge of organizational goals, rules, regulations, policies and procedures to complete tasks.

### **III. Key function, accountabilities and related duties/tasks**

#### **Summary of key functions/accountabilities:**

- 1. Support to strategy design and development of social/behavior analytics and studies**
- 2. Support to implementation of Strategic Behavior Change Communication (SBCC) activities**
- 3. Advocacy, networking and partnership building**
- 4. Innovation, knowledge management and capacity building**

#### **1. Support to strategy design and development of social/behavioural analytics and studies**

- Research and/or participate in conducting comprehensive SBCC situation analysis of social, communication, cultural, economic and political issues in the country/region. Collect and synthesize qualitative and quantitative information and data to support the establishment of comprehensive and evidence-based information for developing and planning the SBCC component of the Country Programme of Cooperation (and UNDAF).
- Collect, synthesize, draft and/or organize materials and related documentations for evidence-based SBC communication strategies and plans (as a component of the CO and/or UNSDCF Programmes) to ensure optimum impact, scale and sustainability of achievements/results.
- Assess, select and/or recommend appropriate information and materials for SBCC initiatives verifying accuracy and quality for dissemination.
- Monitor and assess the impact of SBCC strategies and activities on the CO and UNICEF goals to achieve measureable behavioral and social change resulting in the improvement of children's rights and wellbeing. Submit qualitative report/synthesis of results for development planning and improvement.
- Support office wide social/behavioural analytics in support of programme strategies and approaches in the office

#### **2. Support to the implementation of SBCC activities**

- Collaborate and/or consult with internal and external partners to provide operational and technical support to research, develop, and produce evidence-based strategies and test, produce and use quality SBCC materials, organize events and activities to ensure community engagement and participation, and maximum outreach and impact on behavioral and social change.
- Provide technical, administrative and logistical support and background materials to carry out social/behavioral analytics and recommend operational strategies, approaches, plans, methods and procedures to ensure community engagement and participation, and optimum outreach and impact.
- Assess and recommend potential contacts, networks, resources and tools to support maximum impact and outreach of social/behavioral analytics in support of SBCC initiatives.
- Follow up and monitor the use of evidence from social/behavioral analysis in the production of SBCC materials to ensure technical quality, consistency and relevancy of

<p>communications materials that are developed, produced and disseminated to target audience (e.g., individuals, communities, government officials, partners, media etc).</p> <ul style="list-style-type: none"> <li>▪ Collect, assess and organize information for budget planning and management of programme funds and prepare documentations and related materials for financial planning for SBCC initiatives. Monitor/track the use of resources as planned and verify compliance with organizational guidelines, rules and regulations and standards of ethics and transparency.</li> </ul>
<p><b>3. Advocacy, networking and partnership building</b></p> <ul style="list-style-type: none"> <li>• Build and maintain partnerships through networking and proactive collaboration with national and international civil society organisations, community groups, leaders and other critical partners in the community and civil society to reinforce cooperation through engagement, empowerment and self determination and to pursue opportunities for greater advocacy to promote UNICEF mission and goals for child rights, social equity and inclusiveness based on evidence from social / behavioural analytics.</li> <li>• Collaborate with internal global/regional communication partners to harmonize, link and/or coordinate messaging and research to enhance SBCC outreach and contribution to programmatic outcomes</li> </ul>
<p><b>4. Innovation, knowledge management and capacity building</b></p> <ul style="list-style-type: none"> <li>▪ Institutionalize/share best practices and knowledge learned/products with global/local partners and stakeholders to build capacity of practitioners/users, and disseminate products to key audiences including partners and donors, especially on social listening and citizen's engagement.</li> <li>▪ Support the organization, administration and implementation of capacity building initiatives, including partnerships with training and academic institutions, to enhance the competencies of clients/stakeholders/partners across programme sectors in planning and implementation of social/behavioral analysis; and contribute to the evaluation of programmes/projects. Develop training materials for training activities, and revise and update them as necessary.</li> </ul>
<p><b>IV. Impact of Results</b></p> <p>The efficient and effective technical, administrative and operational support provided to the development and implementation of evidence based SBCC advocacy initiatives and products directly impact on the ability of UNICEF to promote social, political and economic action and changes in behaviors, social attitudes, beliefs and actions by communities, individuals and societies on children's rights, survival and wellbeing. This in turn contributes to enhancing the ability of UNICEF to fulfill its mission to achieve sustainable, locally owned and concrete results in improving the survival, development and wellbeing of children in the country.</p>

## V. UNICEF values and competency Required (based on the updated Framework)

### i) Core Values

- Care
- Respect
- Integrity
- Trust
- Accountability

### Core Competencies

- Demonstrates Self Awareness and Ethical Awareness (1)
- Works Collaboratively with others (1)
- Builds and Maintains Partnerships (1)
- Innovates and Embraces Change (1)
- Thinks and Acts Strategically (1)
- Drive to achieve impactful results (1)
- Manages ambiguity and complexity (1)

## VI. Recruitment Qualifications

Education:	A university degree in one of the following fields is required: social and behavioral science, sociology, anthropology, psychology, education, communication, public relations or another relevant technical field.
Experience:	<p>A minimum of two years of professional experience in one or more of the following areas is required: social development programme planning, communication for development, public advocacy or another related area.</p> <p>Relevant experience in a UN system agency or organization is considered as an asset.</p>
Language Requirements:	Fluency in English is required. Knowledge of another official UN language or local language of the duty station is considered as an asset.

## VII. Child Safeguarding Risk Assessment

Is this position considered as 'elevated risk role' from a child safeguarding perspective?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If Yes, check all that apply
Direct contact role	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No 30 hours/month If yes, please indicate the number of hours/months of direct interpersonal contact with children, or work in their immediate physical proximity, with limited supervision by a more senior member of personnel.
Child data role	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No 40 hours per month If yes please indicate the number of hours/months of manipulating or transmitting personal-identifiable information of children

	(names, national ID, location data, photos).
Assessed Risk Role	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No 10 hours per month If yes, please indicate the number of hours/months of direct engagement with particularly vulnerable children
Safeguarding response role	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

## VIII. Office of the Deputy Representative, Programmes

