



Job Classification

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Classified Job Descriptions

Job Description Type:	Specific Job Description	Region:	EAPR
Category:	NO (National Officers)	Country:	Malaysia
Reason for Classification:	Establishment of a new post	Duty Station:	Kuala Lumpur
Level:	NOB	Office:	Kuala Lumpur
Title:	Child Protection Officer	Section:	Programme
Title Information in Parenthesis:	Child Online Protection and Digital Rights	Unit:	Child Protection
CCOG Code:	1L04	Case Number:	MLY25010
UNICEF Code:	CHI	Post Number:	
Classified by:	Natalia Paquin	Classified Date:	9/29/2025

Organizational Context: Malaysia is at the forefront of digitalization. By 2025, Malaysia’s digital economy sector is expected to contribute 25.5% to GDP. Children in Malaysia are high-frequency internet users with 94% of 12–17-year-olds being internet users, and the digital economy is likely to become a major source of future employment for Malaysia’s youth. There are increasing threats for children online. In Malaysia, 1 in 25 children have experienced online child sexual exploitation and abuse (OCSEA). There has been an increase of 90% in reported cases of suspected child sexual abuse materials (CSAM) from Malaysia between 2017 and 2019. Beyond OCSEA, there are other threats which are also exacerbated by Artificial Intelligence (AI) and lead to self-harm such as cyber bullying, harassment, economic exploitation and personal data misuse, and harmful content online.

National capacity and response to threats is low. Only 100 out of the almost 100,000 IP addresses (0.1%) shared with the Malaysian police suspected of sharing CSAM online over a 5-year period have been checked. There is low awareness and understanding among children, caregivers, and teachers of the risks of child online protection concerns, including OCSEA. Moreover, there is a gap in safe, trusted and capacitated reporting channels and response services for child victims of OCSEA. Half of the children who have experienced OCSEA did not disclose to anyone, and in general, do not know where/how to get support. Support services, including the social service workforce, are fragmented and not equipped to provide specialized services on OCSEA. This is reflective of larger issues of lack of multi-sectoral collaboration & leadership to address child online protection concerns effectively. However, there is strong political will and growing leadership. demonstrated by the Malaysian Government in the area of online safety, in its promotion of new legislative and policy approaches. The Government of Malaysia has also shown strong political will to advocate for Artificial Intelligence (AI) safety in Southeast Asia and drive the participation of the region in international rules-setting for AI. UNICEF has articulated its contribution to this agenda as reflected in the Goal Area 3 of UNICEF’s Strategic Plan 2022-2025, UNICEF Child Online Protection Strategic Framework 2024, and at the regional level through UNICEF contributions to the ‘ASEAN Declaration on the Protection of Children from All Forms of Online Abuse and Exploitation’ and the ‘ASEAN Regional Plan of Action for Protection of Children from All Forms of Online Abuse and Exploitation.’

Purpose of the Job: Under the supervision of the UNICEF Child Protection Specialist #72017 and overall guidance of the Chief of Child Protection, the Child Protection Officer (Child Online Protection and Digital Rights), Incumbent will prepare, execute, manage, and implement a variety of technical and administrative programme tasks to facilitate programme development, planning, implementation and monitoring,

evaluating and reporting within the children's digital rights areas and provide technical support in evidence generation, policy formulation, advocacy, partnerships and collaboration. In particular, Incumbent will support strong in-office collaboration for mobilizing business accountability for mitigating online risks and harms, including through safety by design, well-being by design, child rights due diligence, and compliance to minimum standards.

Key functions, accountabilities and related duties/tasks:

Summary of Key Functions/Accountabilities

1. Support children's digital rights programme development and planning
2. Programme management, monitoring and delivery of results
3. Technical and operational support to programme implementation
4. Networking and partnership building
5. Innovation, knowledge management and capacity building

1. Support children's digital rights programme development and planning

- Conduct and update the situation analysis for the development, design and management of a children's digital rights programme. Research and report on development trends (e.g. economic, social, health) and data for use in programme development, management, monitoring, evaluation and delivery of results.
- Contribute to the development and establishment of children's digital rights programme goals, objectives, strategies, and results-based planning through research, analysis and reporting of the children's digital rights landscape, particularly child online protection and other related information for development planning and priority and goal setting.
- Provide technical and operational support throughout all stages of programming processes by executing and administering a variety of technical, programme, operational, and administrative transactions, preparing related materials and documentation, and complying with organizational processes and management systems, supporting programme planning, result-based planning (RBM) and monitoring and evaluating of results.
- Prepare the required programme documentation, materials and data to facilitate the programme implementation.
- Build a strong, collective and shared narrative from UNICEF to enhance engagement with government and private sector on the wider child online protection ecosystem through an office-wide approach with the industry/business/private sector (telecommunication companies, financial institutions, gaming companies, internet service providers) and in our policy and public advocacy efforts.
- Provide support to T4D and CRB for the stakeholder mapping of the various entities in the digital space, including but not limited to the government bodies and regulators, public sectors, Civil Society Organizations (CSOs), international organizations, academia, etc. along with the associated risk analysis.

2. Programme management, monitoring and delivery of results

- Work closely and collaboratively with CRB, T4D and communications colleagues and partners to discuss implementation issues, provide solutions, recommendations and/or to alert appropriate officials and stakeholders for higher-level interventions and/or decisions. Keep records of reports and assessments for easy reference and/or to capture and institutionalize lessons learned.
- Participate in monitoring and evaluation exercises, programme reviews with government and other counterparts to assess the programme, and to report on required action/interventions at the higher level of programme management.
- Monitor and report on the use of programme resources (financial, administrative and other assets), verifying compliance with approved allocations, organizational rules, regulations, procedures and commitments, standards of accountability and integrity. Report on critical issues and findings to ensure timely resolution by management and stakeholders. Follow up on unresolved issues to ensure resolution.
- Prepare regular and mandated sectoral programme/project reports for management and partners to keep them informed of programme progress.

3. Technical and operational support to programme implementation

- Conduct regular programme exchanges internally (C4B, T4D, Communications) and externally with partners/stakeholders to assess progress and provide technical support. Take appropriate action to resolve issues and/or refer to relevant officials for resolution. Report on critical issues, bottlenecks and potential problems for timely action to achieve results.
- Provide technical and operational support to government counterparts, CSOs, UN system and other country office partners on the application and understanding of UNICEF policies, strategies, processes

- and best practices in children's digital rights, particularly COP, to support programme implementation.
- Develop and implement the strategic way forward, based on CP's identified interventions in the new country programme, advocacy strategy with CSOs and the office-wide advocacy strategy.
 - Provide technical assistance to ensure that appropriate support services are available, including ensuring children and the public have access to safe, suitable and accessible reporting channels for OCSEA and other potential harm,
 - Provide support to implement the specific component on COP within the recently approved National Child Policy and its action plan.
 - Produce policy briefs, position papers, and recommendations for UNICEF and partners to advocate for children's digital rights
 - Support implementation of advocacy strategies, and dissemination of evidence-based materials.

4. Networking and partnership building

- Build and sustain close working partnerships with government counterparts (Ministry of Women, Family and Community Development, Ministry of Communication, Malaysian Communications and Multimedia Commission (MCMC), Ministry of Digital, Malaysia Cybersecurity Agency) and industry partners/stakeholders through active sharing of information and knowledge to facilitate programme implementation and build capacity of stakeholders to achieve and sustain results on children's digital rights, particularly COP.
- Support the office to engage with existing industry forums and corporate sustainability platforms and benchmarks for concerted advocacy and relationship building for accelerating progress on this important area to create potential for stronger action by businesses and cooperation with government agencies.
- Mobilize business accountability for mitigating online risks and harms, including through safety by design, child rights due diligence, and compliance to minimum standards, as well as work with government on strengthening the ethics and governance frameworks around technology.
- Draft communication and information materials for programme advocacy to promote awareness, establish partnership/alliances and support fund raising for children's digital rights programme.

5. Innovation, knowledge management and capacity building

- Identify, capture, synthesize, and share lessons learned for knowledge development and to build the capacity of stakeholders.
- Apply innovative approaches and promote good practices to support the implementation and delivery of concrete and sustainable programme results.
- Research and report on best and cutting-edge practices for development planning of knowledge products and systems.
- Participate as a resource person in capacity building initiatives to enhance the competencies of clients and stakeholders.

Impact of Results:

The efficiency and efficacy of support provided by the Child Protection Officer (Child Online Protection and Digital Rights) to the broader children's digital rights agenda, particularly the child online protection programme preparation, planning and implementation, contributes to the achievement of sustainable results to create a protective environment for children against harm and all forms of violence in the online space, and ensures their survival, development and well-being in society. Regulatory approaches to protect children in digital environments, as well as increased industry uptake of Human Rights Due Diligence (HRDD) and safety by design approaches as part of responsible business conduct are expected to result from the planned interventions. Effective advocacy on this agenda will increase the credibility of UNICEF country office's programming and partnerships for children's rights at all levels.

Competencies and level of proficiency required:

Core Values:

- Care
- Respect
- Integrity
- Trust
- Accountability
- Sustainability

Core Competencies:

- Demonstrates self-awareness and ethical awareness (1)
- Works collaboratively with others (1)
- Builds and maintains partnership (1)

Innovates and embraces change (1)
Thinks and acts strategically (1)
Drive to achieve results for impact (1)
Manages ambiguity and complexity (1)

Recruitment
Qualifications:

Education requirement: A university degree in one of the following fields is required: public administration, international development, human rights, psychology, sociology, international law, business studies, or another relevant social science field.

Experience required: A minimum of two years of relevant professional experience in the area of child protection is required.

Experience working in an upper middle-income country/context, in Malaysia is considered an asset

Background and/or familiarity with the technology sector is considered a strong asset.

Demonstrated ability to work harmoniously in a multi-cultural environment and establish harmonious and effective working relationships both within and outside an organization.

Language requirements: Fluency in English and Bahasa Malaysia is required. Knowledge of another official UN language (Arabic, Chinese, French, Russian or Spanish) or another local language is considered an asset.

Is this role a Representative, Deputy Representative, Chief of Field Office, the most senior Child Protection role in the office, Child Safeguarding Focal Point, or Investigator (OIAI)?:

No

Is this post a Direct contact role in which incumbent will be in contact with children either face-to-face, or by remote communication, but the communication will not be moderated and relayed by another person?:

No

Is this post a Child Data role in which incumbent will be manipulating or transmitting personal-identifiable information on children such as names, national ID, location data, or photos)?:

No

The selected candidate for this position will be required to engage with vulnerable children:

No

Competencies and level of proficiency required:

Recruitment
Qualifications:

Attachments: [JD Child Protection Officer \(Child Online Protection and Digital Rights\) NOB Final.pdf](#)
[Programme Organogram.pdf](#)

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