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16/4/2026

CONCERN
worldwide

VACANCY ANNOUNCEMENT FOR REPORTING AND COMMUNICATION OFFICER FOR JUBA

Concern South Sudan is an international humanitarian NGO working in South Sudan since 1998. It is dedicated to the reduction of suffering and working towards the ultimate elimination of extreme poverty in the world's poorest countries through the provision of Health & Nutrition, Shelter, WASH and Livelihood activities in the three States of South Sudan. Concern South Sudan is looking for suitable candidate to fill the position of **Reporting and Communication** to be based in **Juba, Central Equatoria State**.

Job Purpose:

The Reporting and Communication Officer will ensure timely, accurate, and transparent documentation and dissemination of community feedback and humanitarian information. Reporting directly to the Programme Manager, and working closely with the Grants and Information Manager, MEAL Managers, and Protection and Gender Officers, the officer will generate monthly humanitarian bulletins for Renk, Malakal, and Aweil, synthesize feedback into actionable insights, and support communication products that strengthen accountability to affected populations (AAP).

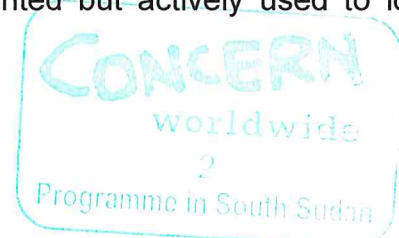
Main Job Responsibilities

Responsibility 1: Reporting and Documentation

- Draft, edit, and disseminate **monthly humanitarian bulletins** for Renk, Malakal, and Aweil, highlighting community feedback, partner responses, and key trends.
- Collaborate with the **Grants and Information Manager** to ensure bulletins meet donor reporting standards and align with organizational communication guidelines.
- Document lessons learned, success stories, and case studies to showcase AAP project impact and reinforce accountability.

Responsibility 2: Feedback Trend and Bottleneck Analysis

- Work with **MEAL Managers** to categorize, and analyze feedback from listening groups, information desks, BBTT broadcasts, and radio programming.
- Track resolution statuses (resolved, referred, informed, unresolved) and ensure timely follow-up with relevant partners.
- Review and analyse trends and bottlenecks emerging from weekly partner reports and records of interagency/coordination meetings, ensuring that partner reports and coordination meeting records are not just documented but actively used to identify patterns and systemic issues.



Responsibility 3: Communication and Information Sharing

- Collaborate with **Protection and Gender Officers** to ensure communication materials are inclusive, culturally sensitive, and responsive to the needs of women, PWDs, refugees, returnees, and other marginalized groups.
- Ensure harmonized and consistent information dissemination across all communication platforms, including FM radio, Boda Boda Talk Talk (BBTT), and information desks, so that communities receive timely, accurate, and coordinated messaging.

Responsibility 4: Coordination and Partner Engagement

- May represent Concern Worldwide in AAP Technical Working Groups, inter-agency coordination meetings, and Juba-based coordination forums.
- Integrate partner contributions into bulletins and communication products to strengthen visibility and collective accountability.

Responsibility 5: Capacity Building

- Train and mentor community correspondents and field project leaders on documentation, reporting standards, and communication practices.
- Promote adherence to humanitarian standards in reporting and communication outputs.

Responsibility 6: Work as a team member of Concern Worldwide staff, by:

- Establish and develop effective working relationships with Concern Staff, Partners, Local Government staff and community volunteers to ensure teamwork and integration.
- As team members, they effectively participate in preparation for Effective Emergency Response (PEER) process as deemed necessary. This may include being deployed to respond to emergencies as and when required.
- Participating in team decision making, planning and joint activities.
- Support other projects in your area whenever requested to do so.
- Adhering to Concern's programme and other policies on physical and financial resources.

Key Deliverables

- Monthly humanitarian bulletins for Renk, Malakal, and Aweil.
- Documented lessons learned, success stories, and case studies.
- Communication materials (PSAs, radio scripts, IEC materials, bulletins) aligned with community needs and humanitarian standards.

Person's Specification & Education Qualification

- Bachelor's degree in mass communication, Journalism, Development Studies, or a related field.



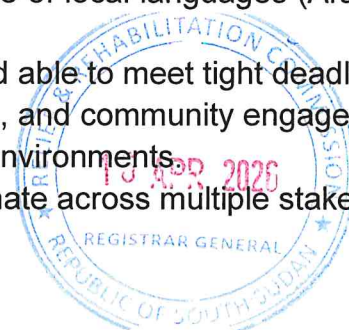
- A postgraduate qualification in Communication, Humanitarian Studies, or Monitoring & Evaluation is an added advantage.
- Practical skills in basic graphic design software to produce communication products that reinforce accountability and visibility.
- Excellent computer skills with proficiency in Microsoft Word, Excel, PowerPoint and internet use.

Professional Experience Required.

- Minimum 3 – 5 years of experience in humanitarian or development programmes, preferably in reporting, communication, accountability, or editorial functions.
- Proven experience in drafting professional reports, bulletins, and communication materials for donors, partners, and community audiences.
- Ability to use basic graphic design tools to develop clear, visually engaging communication materials (e.g., bulletins, infographics, IEC materials, and reports).
- Competence in creating simple layouts and visual content to support reporting and communication outputs, ensuring information is accessible and appealing to diverse audiences.
- Experience working with community feedback systems, information dissemination platforms (radio, PSAs, BBTT), and accountability mechanisms.
- Familiarity with humanitarian coordination structures and inter-agency reporting processes.
- Ability to work well and punctually under pressure.

Competence Required

- Strong writing, editing, and synthesis skills, with the ability to translate complex feedback into clear, actionable reports.
- Excellent analytical skills for categorizing and interpreting community feedback and trends.
- Ability to work collaboratively with Project Manager, Grants and Information Manager, MEAL Managers, and Protection and Gender Officers.
- Knowledge of humanitarian standards (Core Humanitarian Standards) and safeguarding principles.
- Strong interpersonal and communication skills, with sensitivity to gender, disability, and cultural inclusion.
- Practical skills in basic graphic design software to produce communication products that reinforce accountability and visibility.
- Proficiency in MS Office Suite (Word, Excel, PowerPoint) and familiarity with data visualization tools is desirable.
- Fluency in English (spoken and written); knowledge of local languages (Arabic, Dinka, Nuer, Shilluk) is an asset.
- Detail-oriented, organized and results oriented, and able to meet tight deadlines.
- Strong commitment to accountability, transparency, and community engagement.
- Adaptability to work in dynamic and multi-cultural environments.
- Collaborative team player with the ability to coordinate across multiple stakeholders.



- Ready to learn new ideas, creative and innovative.
- Willingness and ability to travel domestically as per need.

Emergency Response

Concern is committed to responding to emergencies efficiently and effectively to help affected people meet their basic needs, alleviate suffering and maintain their dignity. To this end, when emergencies strike and the South Sudan Programme is to respond, all staff are required to actively participate in the response, regardless of location and contribute to the efforts aimed at achieving the humanitarian objective of the organization

Safeguarding at Concern: Code of Conduct and its Associated Policies

Concern has an organisational **Code of Conduct (CCoC) with three Associated Policies; the Programme Participant Protection Policy (P4), the Child Safeguarding Policy and the Anti-Trafficking in Persons Policy, Anti-fraud policy, Conflict of Interest and Whistle Blowing Policy.** These have been developed to ensure the maximum protection of programme participants from exploitation, and to clarify the responsibilities of Concern staff, consultants, visitors to the programme and partner organisation, and the standards of behaviour expected of them. In this context, staff have a responsibility to the organisation to strive for, and maintain, the **highest standards in the day-to-day conduct in their workplace in accordance with Concern's core values and mission.** Any candidate offered a job with Concern Worldwide will be expected to **sign the Concern Staff Code of Conduct and Associated Policies as an appendix to their contract of employment.** By signing the Concern Code of Conduct, candidates acknowledge that they have understood the content of both the Concern Code of Conduct and the Associated Policies and agree to conduct themselves in accordance with the provisions of these policies. Additionally, Concern is committed to the **safeguarding** and protection of vulnerable adults and children in our work. We will do everything possible to ensure that only those who are suitable to work or volunteer with vulnerable adults and children are recruited by us for such roles. Subsequently, working or volunteering with Concern is subject to a range of vetting checks, including **criminal background checking.**

HOW TO APPLY:

1. Interested South Sudanese applicants who meet the above requirements are requested to submit their cover letter, updated CVs of not more than 3 pages, a copy of their nationality ID, and copies of educational certificates in a sealed envelope addressed to:
 - HR Department Juba office, located at Goshen House, Gate 2, second floor, (applicants in Juba)
 - Or send via email to vacancies.juba@concern.net (advert is open from **Thursday 16th April 2026 to Wednesday 06th May 2026**)
2. The position is a local recruitment and strictly open to South Sudanese nationals



3. Only shortlisted candidates will be contacted and applications submitted will not be returned
4. Do complete the summary profile and criminal background check forms when submitting your application

**CONCERN WORLDWIDE IS AN EQUAL OPPORTUNITY EMPLOYER AND DOES NOT CHARGE FOR ANY KIND OF RECRUITMENT.
WOMEN ARE STRONGLY ENCOURAGED TO APPLY TO OUR ORGANIZATION. WE CELEBRATE DIVERSITY.**

Due to the urgency of this position, applications will be shortlisted on a regular basis, and we may offer the post before the closing date.

