



## **Terms of Reference**

### **Communications / knowledge management Consultant Expert**

#### **I. Context**

The United Nations Office of Internal Oversight Services (OIOS) seeks to ensure a strong and accountable United Nations fortified by world-class internal oversight, by delivering objective oversight results that make a difference. Each year OIOS issues more than 300 reports, and more than 1,500 recommendations to improve internal controls and correct underlying obstacles to organizational efficiency and effectiveness.

The Office conducts comprehensive internal audits; evaluates the relevance, efficiency and effectiveness of the implementation of programmes; conducts inspections of an organizational unit, issue or practice; investigates reports of mismanagement and misconduct; and monitors the implementation of recommendations emanating from audits, evaluations, inspections and investigations.

OIOS seeks a consultant to develop a comprehensive communication strategy for the office that aims to strengthen the utility of OIOS reports. The communication strategy will identify means to enhance internal (UN Secretariat) and external (primarily Member States and other key stakeholders) awareness about OIOS activities, and ensure accessible and user-friendly information and reports.

#### **II. Scope of Consultancy**

The consultant will work with the Office of the Under-Secretary-General to help articulate a communication strategy given the goals, objectives and mandate of the Office and of the individual functional divisions.

The work will include:

- Situation analysis
- Communication channel and audience analysis
- ***Design plan for written communications***
  - Message & Material Development
  - Pre-testing & Revisions
  - Dissemination plan
  - Monitoring & Evaluation plan
- ***Design plan for oral communications*** (public speaking about OIOS' comprehensively, as well as on a divisional level (i.e., ongoing evaluations and/or evaluation results))
- ***Design plan for web-based communications*** (Intra and Internet)



### **III. Duration**

The consultant is expected to complete the work in approximately 30 days over the timeframe of mid-November 2011 - January 2012.

### **IV. Deliverables**

1. Draft communication strategy (end of December)
2. Final strategy (end of January 2012)
3. Actionable tools (templates, website update, etc.) (end of January)

### **V. Professional Qualifications**

Master degree in communications, journalism, or in the social sciences;  
Demonstrated experience in the communications or knowledge management field;  
Experience developing communications strategies for large organizations;  
Experience working with United Nations is preferred;  
Experience in the field of evaluation is desirable.

### **VI. Remuneration**

TBD

### **VII. Contact**

Please send your curriculum vitae or resume and cover letter to: [wilsond@un.org](mailto:wilsond@un.org); with a copy to [ouzidane@un.org](mailto:ouzidane@un.org)

2-3 examples of your work in the communications field is also encouraged.