

We are looking for a good team player, with excellent interpersonal and communication skills and able to interact tactfully with people at all levels. We offer a stimulating environment for personal and professional growth.

Terms of Reference

Communication and Project Support Officer (1 position for period of 1 year, full time)

About CRPM

Founded in 2004 under the Macedonian law as a “civic association” (or an NGO) the Center for Research and Policy Making- CRPM engages in policy analysis, seeking to open the policy making process to citizens, improve laws, assess institutional capacities for their implementation as well as monitor and evaluate how much these policies are creating public value or are directed towards the “Europeanization” of Macedonia. The organization has implemented over 200 research projects. Since 2011 our focus has moved from Macedonia towards the Western Balkans, with the aim of becoming a leading think tank in the region. Since then CRPM implemented over 100 regional projects; organized 4 international academic conferences, and a dozen of regional policy forums on energy efficiency, investment policy, hidden economy, education, security and stability, gender equality and European enlargement.

CRPM is ranked among top 100 CEE and SEE think tanks on the Think Tank Index and has received the PASOS think tank award in 2011, best policy study award in 2013 and the Japanese Medal for Outstanding Research in Development by the Global Development Network in 2016. In 2023 CRPM was nominated for the Council of Europe Global Democracy Leadership Award.

Main responsibilities of the Communications and Project Support Officer

The main responsibilities of the Communications and Project Support Officer include, but are not limited to:

- Pro-actively contribute to day-to-day implementation of projects and ensure conformity to expected results and project work-plans;
- Maintain project correspondence and communication;
- Collect, register and maintain all information on project activities;
- Advise all project counterparts on applicable administrative procedures and ensures their proper implementation;
- Contribute to the preparation and implementation of progress reports;

- Prepare agendas and arrange field visits, appointments and meetings both internal and external related to the project activities and write minutes from the meetings;
- Maintain project filing system;
- Provide support to international participants, consultants and stakeholders through communication of logistics (contracts, agenda, visas, hotel reservations, etc.);
- Maintain records on all project personnel/national consultants and their respective status (contracts, ToRs, time and attendance – if appropriate, etc.) in accordance with accepted policies and procedures;
- Assist in logistical organization of meetings, training and workshops;
- Draft minutes of project related meetings;
- Track the progress of cooperating partners and collect relevant data;
- Prepare monthly implementation plans;
- Assist in grant selection procedures and cover all related administrative tasks;
- Provide support to the Grant Manager and Project Manager.

Financial and procurement responsibilities

- Follow-up on timely disbursements to grantees by CRPM;
- Monitor project activities, budget and financial expenditures and maintain a proper record of approved project budgets and their revisions;
- Assist in procurement and recruitment processes; assist the project manager in preparation of ToRs for the consultants / experts;
- Arrange for equipment maintenance and insurance as required;
- Print, copy, scan and file financial documentation;
- Ensure that contractual processes follow the stipulated CRPM manuals;
- Maintain records over equipment inventory.

Communication responsibilities

- Draft and produce media releases, brochures, case studies, media kits and other knowledge products and resource materials including distribution;
- Adapt the local/national communication materials, activities, processes and messages with regional ones;
- Prepare content for the project website and update it regularly with all relevant information related to project activities;
- Create content both text and visual representation for the website and social media posts;
- Prepare and deliver information for monthly newsletter;
- Develop monthly communication plans;
- Follow visibility guidelines and approve visuals provided by cooperating partners;
- Organize TV appearances and promotional activities for the project;
- Maintain professional communication with all cooperating partners and stakeholders;
- Perform other duties as assigned.

Required Qualifications

Beside the general terms of employment entailed in the national legislation, the candidate should also fulfill the specific terms of employment for the positions such as:

- University degree in communications, journalism, business administration, management and entrepreneurship;
 - Specialized PR, and social media experience is an asset;
 - Certificates for digital marketing, or graphic design will be considered as an asset;
- At least 1 year of experience in project management in the civil society sector (similar regional experience will be considered an asset);
- At least 2 years of work experience in project management and communications;
- Excellent oral and written communication in Macedonian (knowledge in Serbian and Albanian will be considered an asset)
- Excellent oral and written English language communication skills
- Advanced computer skills, especially MS Word, internet browsing, Canva, Illustrator or MS Publisher and e-mail communication (knowledge of finance and money management software will be considered an asset)
- Ability to administer and execute financial and accounting processes and transactions.

Accountability and Working Relationships

- Accountable to the Project Managers, CRPM Financial manager and CRPM Executive Director;
- Works closely with all members of the Grants Management Team;

Competences

- Great attention to detail, precision and accuracy in performing tasks;
- Proactive, creative, solution-oriented person;
- Good time management skills;
- Flexibility and adaptability of the work challenges;
- Ability to meet deadlines, work on own initiative and consult where appropriate;
- Team Work;
- Availability and willingness to travel in Macedonia and Serbia and territory of the Western Balkan countries;
- Strong commitment to CRPM's mission and values;
- Highly motivated self-starter;
- Intercultural sensitivity and awareness is a must.

Salary: Salary according to CRPM salary policy is 55 500 den. gross.

Application process:

Candidates can apply by submitting a cover letter stating why they are interested in this position, what they would bring to the role and how they fit the person specification.

This letter should be submitted with a CV to crpm@crpm.org.mk by midnight on 28 October, with 'Team Assistant' in the subject line.

The selection process in CRPM is conducted in three phases and in multiple languages. The first is CV and cover letter assessment. The second is an assignment. The third is an interview.

The successful candidate is employed under labor relations contract with full benefits scheme.

CRPM is an equal opportunity employer and currently encourages men to apply for achieving gender balance in staff.