

CSSP – Berlin Center for Integrative Mediation

Call for Application: COMMUNICATION EXPERT – CONSULTANT

WHO WE ARE

CSSP – Berlin Center for Integrative Mediation (CSSP) is a non-profit organisation created in 2005 with headquarters in Berlin, Germany. We provide expertise and lead projects in mediation, political dialogue and peace processes. CSSP initiated its mediation work in the Western Balkans and has extended its mediation outreach to other regions such as the Middle East and North Africa, South Asia, Eastern Europe and the Caucasus. It has local offices in Albania, Bosnia Herzegovina and Kosovo.

Since 2018, upon the request of the Ministry of Justice, CSSP is working on strengthening the mediation system in Albania, in close partnership with the National Chamber of Mediators (NCM) and the Albanian Foundation for Conflict Resolution and Reconciliation of Disputes (AFCR). The 3 partners are currently implementing a project to “Enhance and expand the mediation system in Albania” (EmPoMe), financed by the Austrian Development Agency (ADA). It started in December 2021 and will last until January 2025.

This initiative aims to support the authorities’ efforts to increase the access to justice in the context of the ongoing reforms and the accession process to the European Union. Mediation is one of the so-called “Alternative Dispute Resolution” mechanisms (ADR), which are alternative ways to resolve legal disputes. Professional and licensed mediators facilitate communication between parties, helping them to negotiate a joint settlement of their dispute. It is a confidential and voluntary process.

One of our project objectives is to increase the number of cases referred to mediation, through a nationwide **awareness campaign**. We are looking for a consultant to develop and implement our communication strategy, in order to enhance the visibility and knowledge of the mediation process in the Albanian society.

DESCRIPTION OF THE ROLE

The selected consultant will work under the orientations of CSSP’s Project Manager, and in close collaboration with the project team. The expected length of the consultancy contract is 12 months (with possible extension depending on the project planning and objectives as well as the consultant availability). The consultant should be able to dedicate at least 30 hours per week to the project. He/she will be hired under a service contract starting at the latest June 20, 2023.

Main duties and responsibilities:

- Assess the communication needs and design an according communication strategy of the EmPoMe project, in line with the project objectives and budget.
- Implement the communication strategy collaboratively with the project team and relevant stakeholders of the mediation system.
- Design printed and virtual communication materials to promote mediation and the project, including videos.
- Support the development and improvement of the websites and other communication platforms, according to the communication strategy.
- Analyse and provide advise based on the data collected during the awareness campaign to adapt the communication strategy, constantly ensuring the high quality and clarity of the communication actions and materials.

- Participate in the drafting of reports to the project donor, on communication components in particular.
- Assisting the EmPoMe team in events and workshops to promote mediation in Albania.
- Strengthen the communication network between actors and the project, including the development of a Customer Relationship Management (CRM) tool.

PROFILE

Education:

- University Degree or advanced studies in Communication, Graphic Design and/or any related field;

Experience:

- At least 4 years of previous experience in the development and implementation of communication strategies;
- A least 3 years of previous experience in the design of printed and digital pieces, including pieces for social media and digital platforms;
- Solid experience using design tools such as Adobe InDesign, Illustrator, Photoshop, Acrobat;
- Previous experience using Google adsense and/or Meta business suite is desired;
- Previous experience in video edition, motion design, website design and/or SEO is a strong asset;
- Previous experience working with NGOs or international organization/companies is a plus.

Other competencies:

- Excellent written and spoken fluency in Albanian and good written and spoken fluency in English are required.
- Strong competencies using platforms such as Facebook, Twitter, LinkedIn, Youtube, Instagram, Google+, and analysing their data and good practices.
- Proficiency with Excel, Word, PowerPoint, CRM tools.
- Ability to quickly assimilate complex information related to the mediation field, in order to translate them into clear and effective messages to various types of audience (public, donors, authorities, etc.).
- Excellent verbal and written interpersonal communication skills, with people from different cultural and social backgrounds.
- Strong team spirit with abilities to suggest innovations and look for consensus.
- Highly organized and able to lead several activities, setting priorities in a changing environment.

To apply, please send your application in English and PDF format to Floriane Prévert, email: fprevert@cssp-mediation.org by **04.06.2022**.

- a) A cover letter,
- b) A CV including one referee,
- c) Your updated portfolio, which should include the pieces and/or webpages that you have designed,
- d) Your financial offer, including your VAT number (NIPT).

The applications will be evaluated by a commission based on the profile criteria and financial offer. Only shortlisted candidates will be contacted for an interview. Additional elements, such as complementary examples of work done, might be requested to shortlisted candidates. We strongly encourage the application of women and diverse profiles. Many thanks for your interest.