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ARBITRATION COUNCIL FOUNDATION

Re-JOB & Person Specification

Senior Training and Communication Officer

Job title: Senior Training and Communications Officer (STCO)

Department: Training & Communications Department (TCD)

Location: Arbitration Council Foundation (ACF) office, Phnom Penh

Reporting to: Manager of Training and Relations (TRM)

Work hours: The STCO will work full time (40 hours per week) from Monday to Friday during the hours below:

Morning: 8:00 A.M. to 12:00 P.M.

Afternoon: 1:30 P.M. to 5:30 P.M. or 2:00 P.M. to 6:00 P.M.

Due to the nature of the work, ACF personnel are sometimes required to work outside normal hours because of necessary events or meetings. For this reason, the STCO is expected to be flexible and may be required to work outside of normal hours.

I- Organisational Background:

The Arbitration Council (AC) is internationally and nationally recognised as Cambodia's premier labour dispute resolution body. A national institution for resolving labour disputes and provided for under the *Labour Law* (1997), it is supported by the Ministry of Labour and Vocational Training, employers and unions.

The Arbitration Council Foundation (ACF), a registered not-for-profit foundation, provides technical, legal and management support to the work of the AC. The ACF has personnel working in teams as follows: Executive Management; Legal Services; Training & Communications; Finance & Administration; and Monitoring & Evaluation.

Since 2020, ACF initial the Workplace Grievance and Dispute Mechanism (GDM) programme aims to strengthen the capacity and skills of employers, trade unions, and workers' representatives so that they can proactively and actively engage in dispute prevention and resolution in their workplace. GDM programme consists of training, coaching, and follow-up activities, that lead to establishing and maintaining a functioning GDM committee in a workplace.

II- Duties and Responsibilities:

The STCO works in a team environment and is required to develop strong working links with personnel from each of the ACF, the Secretariat of the Arbitration Council (SAC) and the AC members, encouraging a respectful and collaborative organisation.

The STCO assists personnel and other stakeholders (internal and external) by providing information and resources to raise awareness of, and increase engagement with, the objectives of the AC and the ACF.

The STCO works closely with the TRM and other Executive Management Team (EMT) members to fulfill the diverse communications needs of the organisation. In consultation with the TRM and the Deputy Executive Director (DED)/Executive Director (ED), the STCO will lead the development of and implement strategies, policies and tools to maintain good communications with stakeholders, AC members, donors, and all other ACF partners. The STCO will be assigned tasks other than those listed below by the TRM and/or DED/ED.

As a senior member of the Training and Communications Department it is expected that you will provide guidance, advice and leadership to the more junior members of the team ensuring that they are supported and mentored in their role.

There are three core areas in which the STCO is expected to deliver high quality results and for which s/he has overall responsibilities:

Core Responsibility 1: Training

Core Responsibility 2: Public Relations (including media and stakeholder relations)

Core Responsibility 3: Web, Database and Social Media

Core Responsibility 4: Resources – Print, Electronic

1. Training, coaching, follow up and support on Workplace Dispute Prevention and Resolution

The STCO will work in close cooperation with the Legal Services Department to develop, coordinate, and implement effective training strategies for the ACF. This responsibility includes, but is not limited to, the following tasks:

- Support the Labor Relation Specialist in coordinating, discussions, and communications with core trainers and enterprises to ensure quality training and achieve outcomes inclusive of gender equality.
- Work with all selected enterprises to enable training for employer representative, shop steward, worker's representative and union leader and coaching for the GDM committees taking into account proportional representation from the employees, employers, and a third party when appropriate.
- Manage information and data of participants and their learning achievements for coaching and follow-up, and monitoring and evaluation.
- Evaluate the efficiency, effectiveness, and impact of training and trainers.
- Collaborate with the ACF Monitoring & Evaluation Coordinator regarding monitoring and evaluation of training and coaching.
- Conduct factory visit and spot-checks on the performance and progress of GDM committees and provide necessary advice to the GDM committees and all concerned parties for improvement.
- Strengthening the functionality of GDM committees in the workplace to work on handling actual work-issues and emerging disputes.
- Review and improve the follow-up documents and activities of both ACF staff and enterprises' participants.
- Document the progress of the follow-up support.
- Support the Labor Relation Specialist to conduct GDM programme learning event and capture key learnings for the improvement in the implementation in next phase.

2. Public Relations (including media and stakeholder relations)

Assist and support the TRM and/or DED/ED in the development and maintenance of programs and strategies to promote awareness and understanding of the AC/F, labour dispute resolution and industrial relations; and, develop and implement engagement strategies for both internal and external stakeholders, including:

- Closely work with the TRM and/or DED/ED to develop and update policies and strategies to communicate with stakeholders and raising visibility of AC/F beyond the garment industry
- Closely work with the TRM to implement communication policies and strategies
- Play an active role in establishing and maintaining partnerships with key industrial relations institutions and stakeholders (employers, unions, government, NGOs, etc.) to strengthen awareness and promotion of the AC/F
- Take the lead in monitoring key industrial relations activities undertaken by industrial relations stakeholders and recommend to TRM when ACF should participate in such activities
- Provide communications support and leadership in relation to the organisation of conferences, employer and employee meetings, training sessions and consultative sessions, and other public events hosted by AC/F
- Coordinate and assist in the development and management of communications tools, other than publications, for the expansion of knowledge about AC/F
- Respond to requests and enquires from the public about the AC/F and from those who would like to visit the AC/F
- Organise effective distribution of print and electronic resources to relevant donors and stakeholders
- Assist the TRM to produce media tools such as public service announcements and radio communications
- Assist in the development and implementation of marketing strategies and tools

2.1. Media relations

- Work with the TRM to develop and implement media and communication strategies, including proactive and reactive plans of action
- Coordinate the development of radio and television promotional announcements and programs including the preparation of press packs
- Ensure correspondence with media outlets promotes accurate and positive reporting on the AC/F
- Respond to and or triage media enquiries (including sending brochures and press packs)
- Organise media briefings, press release and articles where appropriate to promote consistent and positive coverage of the AC/F under the supervision of TRM
- Maintain, update and improve lists of media contacts
- Accommodate visits by local and international media representatives
- Track record of media coverage (media monitoring) of AC quarterly
- Assist TRM to monitor ACF media and communication activities and evaluate media coverage to provide a report
- Forge good media relations for positive coverage of the AC and the ACF

2.2. Internal relations

- Coordinate ACF internal publications
- Undertake and coordinate communication duties related to the preparation of study tours by AC/F members

- Undertake and coordinate duties related to international visitors (academic institutions or journalists)
- Assist the TRM in planning and budgeting for ACF communications activities
- Provide technical assistance to ACF with respect to reporting requirements as directed by TRM

3. Web, Database and Social Media

The STCO will initiate, develop, implement, maintain and manage relevant online media with the Communications Officer (CO) to support identified stakeholder engagement strategies and promote the strategic objectives of the AC/F. This responsibility includes but is not limited to, the following tasks:

- Oversee the maintenance of and regularly update the AC/F website with media and content as appropriate
- Oversee the maintenance of and regularly update AC/F social networking accounts such as Facebook, Twitter and YouTube channel
- Explore opportunities to promote AC social networking when necessary
- Research, seek out and promote other opportunities for AC/F to gain a positive online presence
- Regularly evaluate the relevance of online media in use by AC/F to ensure efficiency and that the most effective communication tools are being utilized

4. Resources – Print and Electronic

Manage the development, distribution and maintenance of ACF print and electronic resources as required; regularly review and evaluate current communications resources to assess relevance to stakeholders; and develop and implement new resources to meet and further the objectives of the organisation. This responsibility includes, but is not limited to, the following tasks:

4.1. Print

- Maintain and develop ACF library resources including obtaining new publications
- Manage an inventory of ACF publications
- Manage the process of collating and reviewing those publications and materials that are available regarding the AC and dispute resolution in Cambodia

4.2. Electronic

- Manage the appropriate storage of electronic materials to ensure photographic and/or video records are kept when appropriate to promote communications objectives of the organisation
- Research and seek out opportunities to utilize video media as an effective communication tool

III- Competencies:

- Demonstrate integrity by modeling AC/F values and ethical standards
- Promote the vision, mission, and goals of AC/F
- Display sensitivity and adaptability to cultural, gender, religion, race, nationality and age differences
- Ability to foster a cooperative and creative team environment
- Excellent interpersonal relations
- Ability to coordinate projects effectively and efficiently

- Desire to promote a knowledge sharing and learning culture in the workplace
- High level of resourcefulness and ability to work under pressure
- Possess strong conflict resolution skills
- Build strong professional relationships both internally and externally
- Flexibility and ability to manage risk
- High level of political and social sensitivity and awareness
- Willingness to travel to provinces and overseas
- Honest and ethical individual who works to the highest standards of integrity and propriety

IV- Qualifications and Experience:

- Advanced degree (Bachelor or equivalent) in alternative dispute resolution, law, business administration, operations management, or related fields
- Demonstrated experience in project development and management
- Demonstrated experience in the development and delivery of advanced training programs,
- Experience in general operational management is preferred
- Media and communications experience and a developed understanding of media and communications strategies and activities is an advantage,
- Experience in labor relations, labour dispute resolution and legal training or conference/workshop moderation is an advantage,
- Demonstrated experience in providing supervision and guidance to a team to achieve set targets and goals,
- Excellent written and oral communication skills in both Khmer and English,
- Strong interpersonal skills,
- High level of resourcefulness and ability to work under pressure and with minimal supervision, and
- Excellent skills in MS Office, the internet, and e-mail

Salary package

Competitive package of salary and benefits will be provided

How to apply for the position

Please send your CV with 3 referees and cover letter to job@arbitrationcouncil.org or deliver to the ACF office at No. 72, Street 592, Khan Tuol Kork, Phnom Penh no later than **December 16, 2022**. Only short-listed candidates will be contacted for a writing-test and interview. ACF provides equal opportunity for women and men to apply.