

Terms of Reference
Communications and Stakeholder Support Officer
Organisation of the Eastern Caribbean States (OECS) Data for Decision
Making Project

Title:	Communications and Stakeholder Support Officer
Location:	Central Statistical Office, Grenada
Duration:	12 Months
Tentative Start Date:	June 1 st , 2026

I. Background

The Central Statistical Office (CSO) is responsible for the production, analysis, and dissemination of official statistics to support evidence based decision making in Grenada. In carrying out this mandate, the CSO undertakes a range of statistical activities and public engagement efforts to improve awareness, trust, and use of official data.

Grenada is also implementing the OECS Data for Decision Making (DDM) Project, a regional initiative financed by the World Bank to strengthen statistical systems and improve the production, analysis, and dissemination of high quality data. Among the key survey activities being undertaken by the CSO under the Project are the Survey of Living Conditions and Household Budget Survey (SLC–HBS) and the Labour Force Survey (LFS), both of which require effective public communication and stakeholder engagement to support participation, transparency, and understanding.

To support these efforts, the CSO seeks to engage a Communications and Stakeholder Support Officer to lead and coordinate public relations and communications support across the Office, with priority attention to major survey operations including the SLC–HBS and the LFS. The Officer will also provide coordination, follow up, and operational support for related activities and will work closely with a consulting firm to be engaged under the Project for a Strategic Communications Consultancy for Official Statistics.

II. Objectives

The objective of this assignment is to strengthen the visibility, accessibility, and public understanding of the work of the CSO through coordinated communications, stakeholder engagement, and outreach support, while also contributing to the effective planning, coordination, and follow through of related CSO and programme activities.

The Officer will support the execution of communication and sensitization activities across the CSO, with priority attention to survey operations such as the SLC–HBS the LFS, while also assisting with coordination, documentation, tracking, and logistical support for related activities undertaken by the Office.

III. Scope of Work

Under the supervision of the Director of Statistics or a designated officer, and in close collaboration with relevant CSO staff and the consulting firm to be engaged under the OECS DDM Project for a Strategic Communications Consultancy, the Communications and Stakeholder Support Officer will perform the following:

A. Survey Communications and Outreach Support

1. Lead and coordinate communications support for major CSO survey activities, with specific reference to the SLC–HBS and the LFS.
2. Develop and adapt outreach materials to support public sensitization for the SLC HBS and LFS, including key messages, frequently asked questions, radio content, social media messaging, and public guidance materials.
3. Support initiatives aimed at encouraging respondent cooperation and addressing misinformation or public concerns related to survey activities.
4. Assist with the planning and coordination of media appearances, community outreach, school visits, stakeholder briefings, and other sensitization efforts related to the SLC HBS and LFS.
5. Monitor public feedback and emerging communication issues related to survey implementation and bring these to the attention of the CSO for timely response.

B. Communications Consultancy Coordination

1. Work closely with the consulting firm engaged under the Communications Consultancy of the OECS DDM Project to support the implementation of communication related activities.
2. Serve as a focal point within the CSO for coordinating inputs, scheduling discussions, consolidating feedback, and ensuring timely follow up on communication outputs prepared by the consulting firm.
3. Provide the consulting firm with relevant background information, technical inputs, approved messaging, and operational updates needed to support the assignment.
4. Assist in ensuring that communication outputs developed by the consulting firm reflect the needs and realities of CSO operations, survey implementation, and other relevant programme activities undertaken by the CSO.

C. Communications and Public Relations Support

1. Support the development and implementation of a communications and public relations approach for the CSO, aligned with its mandate and programme of work.
2. Develop, draft, and adapt public facing content for the CSO, including press releases, social media content, public notices, briefing notes, captions, talking points, and sensitization materials.
3. Help strengthen public awareness of official statistics and CSO activities through regular and strategic communication.
4. Ensure that public messages are clear, consistent, accurate, and aligned with approved CSO positions.

5. Support the preparation of communication products to improve understanding of statistical concepts, survey participation, and the value of official data.

D. Activity Coordination and Implementation Support

1. Support the planning, coordination, and follow through of communications related and selected programme activities undertaken by the CSO.
2. Maintain schedules, action trackers, contact lists, and activity calendars related to outreach, survey sensitization, meetings, missions, workshops, and other relevant activities.
3. Coordinate logistical and administrative arrangements for meetings, consultations, media engagements, launches, workshops, sensitization events, and other assigned activities.
4. Prepare draft correspondence, memoranda, invitations, briefing notes, and routine communication in support of assigned activities.
5. Record minutes or summaries of meetings, prepare follow up action points, and assist in monitoring the status of agreed actions.
6. Support communication and coordination among CSO teams, consultants, service providers, stakeholders, and partner institutions to facilitate the timely implementation of assigned CSO and programme activities.
7. Assist with the organization and maintenance of electronic and physical records related to communication materials, events, outreach activities, correspondence, and assigned implementation support matters.
8. Provide support for the preparation and compilation of materials required for reporting, presentations, meetings, missions, management updates, and other programme activities undertaken by the CSO.

E. Monitoring, Documentation, and Reporting Support

1. Track the implementation of communication and outreach activities and provide periodic updates to management.
2. Prepare brief activity reports, status summaries, and communication updates, including key issues, outputs, and next steps.
3. Assist in compiling documentation and supporting information required for project monitoring, reporting, and audit trail purposes, where relevant to assigned activities.
4. Contribute to the orderly documentation of outputs, correspondence, implementation records, and follow up actions to support institutional memory and continuity across CSO and programme activities.

IV. Deliverables

The Communications and Stakeholder Support Officer will be responsible for delivering:

- A communications and stakeholder engagement work plan, aligned with the CSO's programme, developed in collaboration with the E&S Specialist.

- Public relations, outreach, and sensitization materials for CSO activities, including the SLC–HBS and the LFS.
- Communication content and public guidance materials for media, social media, stakeholder briefings, and community engagement activities.
- Coordinated media and stakeholder engagement activities, including schedules, contact records, briefing materials, and follow up documentation.
- Timely coordination and follow through on communication related inputs and outputs involving the communications consulting firm under the OECS DDM Project.
- Updated activity trackers, schedules, and action logs for assigned communications and related operational activities.
- Meeting notes, summaries, and records of decisions and follow up actions for relevant meetings, consultations, and engagement activities.
- Organized electronic and physical records for communication materials, outreach activities, correspondence, and assigned implementation support matters.
- Periodic activity summaries highlighting progress, outputs, issues arising, and actions requiring follow up.
- Support documentation and compiled materials for reporting, presentations, missions, management updates, and other programme activities undertaken by the CSO.

Performance will be assessed against agreed Key Performance Indicators.

V. Working and Reporting Arrangements

The Communications and Stakeholder Support Officer will be hired under the OECS DDM Project and posted within the Central Statistical Office, Grenada.

The incumbent will report directly to the Director of Statistics or a designated officer – these could include Deputy Project Coordinator, E&S Specialist and is required to work closely with Deputy Project Coordinator, E & S Specialist, survey teams, relevant technical officers, management, and the consulting firm engaged under the Communications Consultancy of the OECS DDM Project.

VI. Qualifications and Experience

- A Bachelor’s degree in Communications, Public Relations, Journalism, Marketing, Media Studies, Management, Public Administration, or a related field from a recognized institution.
- At least three (3) years’ experience in communications, public relations, stakeholder engagement, programme coordination, or a similar role.
- Experience supporting government institutions, development programmes, or public sector initiatives would be an asset.

Preferred Skills and Competencies

- Strong writing, editing, and content development skills.
- Good organizational and coordination skills, with the ability to manage multiple tasks and deadlines.
- Strong interpersonal and stakeholder engagement skills.

- Familiarity with Grenada’s media and public communications environment.
- Proficiency in Microsoft Office applications and digital communication tools.
- Ability to handle information with professionalism and confidentiality.

VII. Duration of assignment

Twelve (12) months, with possibility of extension subject to satisfactory performance and programme needs.

Location:

Central Statistical Office, Grenada.

VIII. Selection Method

The Communications and Stakeholder Support Officer will be selected under the **Individual Consultant Selection Method**, in accordance with the World Bank Procurement Regulations for IPF Borrowers (February 2025).