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Title: Lead Digital Communications Officer IO0683

Description:

Application Deadline: 23/11/2026

Department: Office of the Director-General

Section: Communication Section

Job Grade: P2/P3 ([SALARY SIMULATOR](#))

Language Requirements: Fluent in English (written & spoken)

Contract Duration: Initial Employment Contract up to five years with possibility for extension

*The selection process will be conducted with the objective of filling **the below vacant position** with also the purpose of drawing up a reserve list of rostered candidates for future vacant positions. The reserve list initially remains valid for two years, with the possibility of extension at the Director-General's discretion.*

Please note that the entry grade of this position begins at P2 and the final grade offered to the selected candidate is subject to the decision of the IO Director General.

Overview

Are you looking for an exciting opportunity at the heart of an ambitious fusion energy project? Join us as a **Lead Digital Communications Officer** where your goals will include:

- Leading the development and continuous improvement of ITER's digital communications across the public website, social media and other digital platforms, aligned with institutional priorities and target audiences.
- Planning and delivering integrated digital campaigns and content, ensuring accuracy, accessibility, strong user experience, and consistency with ITER's messaging and visual identity.
- Using analytics, audience insights, social listening and emerging technologies to improve digital performance, strengthen audience engagement and advise on opportunities, trends and reputational risks.

Key Duties & Responsibilities

Primary Responsibilities

- Develops and implements ITER's digital communication strategy and integrated campaigns across web, social media and emerging platforms, aligned with institutional priorities, key milestones and target audiences.
- Manages and continuously improves ITER's digital channels and properties, including overseeing social media editorial planning and publishing, community engagement, user experience, accessibility, search visibility and overall channel and property quality.
- In coordination with the content production Editor and other COM colleagues, commissions, adapts and publishes digital content in multiple formats, ensuring consistency with ITER messaging, editorial standards and visual identity.
- Monitors digital performance, audience behaviour and online conversations using analytics and social listening tools, translating insights into actionable recommendations and advising management on emerging opportunities and reputational risks.
- Serves as COM's focal point for digital communication, advising colleagues and internal stakeholders on channel selection, content suitability, digital formats, branding and effective digital engagement.
- Coordinates external providers supporting website, design, social media and multimedia activities, defining requirements and monitoring quality, performance and timely delivery.
- Tracks digital trends and emerging technologies, including AI, and tests appropriate tools, formats and approaches while improving digital workflows, governance and working practices.

Additional Responsibilities

- Supports digital communications for major institutional announcements, events, media activities and other priority initiatives, including real-time or live digital coverage where required.
- Contributes to digital communication guidance, templates, standards and knowledge-sharing for COM colleagues and other ITER contributors.
- Manages assigned digital communication contracts and related procurement activities as required.

Please note that job descriptions cannot be exhaustive, and the staff member may be required to undertake other duties, which are broadly in line with the above primary responsibilities.

Experience & Competencies

Essential:

- **Digital Communications Strategy:** Extensive experience developing and delivering digital communication strategies, campaigns and content across websites, social media and other digital channels.
- **Digital platform management:** Experience implementing and managing websites, content management systems and social media platforms, with a strong understanding of user experience, accessibility, search optimization and effective digital publishing practices.
- **Digital Analytics and Audience Insight:** Ability to use web and social media analytics, social listening and other data sources to assess performance, understand audience behavior and translate findings into clear, actionable recommendations.
- **Public Communications:** Effectively communicating information, ideas, or messages to an audience in a clear, engaging, and compelling manner leaving a lasting impact and achieving communication objectives.
- **Digital Campaigns and Audience Engagement:** Ability to plan and deliver integrated digital campaigns, manage editorial calendars and optimize content, timing and distribution to improve reach, engagement and effectiveness.
- **Digital Governance and Risk:** Sound judgement in managing institutional digital channels, including brand and editorial integrity, platform governance, reputational considerations and

emerging digital risks.

- **Communication and Collaboration:** ability to build effective working relationships across organizational and professional boundaries and provide practical digital communication advice to colleagues and stakeholders.
- **Stakeholder Management:** Abilities to maintain strong relationships with communication counterparts, to develop networks and build alliances, to collaborate across boundaries to build strategic relationships and achieve common goals.

Desirable:

- **Presentation:** Effectively communicating information, ideas, or messages to an audience in a clear, engaging, and compelling manner.
- **Software:**
 - Adobe Creative Cloud, Canva or comparable platforms, and an
 - understanding of visual and multimedia content requirements for digital channels.
 - AI-enabled tools and their responsible application to content development, analytics, workflow improvement and other digital communication activities.
- **Contract Management:** Negotiating contracts, monitoring their execution in line with the rules and regulations in place, ensuring adherence to contractual terms and conditions.
- Working knowledge of French or another ITER Member language.

Qualifications

Essential:

- Master's degree or equivalent in communications, marketing, journalism, web or digital design, information technology, or another field relevant to the duties of the post.
 - *The required education degree(s) may be substituted by extensive professional experience involving similar work responsibilities and/or additional training certificates in relevant domains.*
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The following items apply to all jobs and job holders for the duration of tenure at ITER

Organization:

- **The CARE Values are a framework of principles that guide our actions and define the culture and spirit of the ITER Project:**

Collaboration: We collaborate with commitment and flexibility using the power of teamwork, building partnerships, and working with others to reach shared objectives;

Accountability: We are accountable for the whole project - we take responsibility for our specific actions and are transparent in our daily work, holding self (ourselves) and others accountable to meet commitments;

Respect: We treat each other with respect and dignity at all times, knowing that all of us belong here. We appreciate the value that our multicultural and diverse community brings to the ITER Project;

Excellence: We are driven by excellence; we are agile and innovative while maintaining the highest standards of safety, quality and integrity;

- **ITER Core Technical Competencies:**
 - 1) **Nuclear Safety, Environment, Radioprotection and Pressured Equipment**
 - 2) **Occupational Health, Safety & Security**
 - 3) **Quality Control & Quality Assurance Processes**
- **Knowledge of these competencies may be acquired through on-board training at basic understanding level for all ITER staff members;**
- Implements the technical control of the Protection Important Activities, as well as their propagation to the entire supply chain;
- May be requested to perform other duties in support of the project as defined by your line manager, and when relevant upon the request of the matrix manager;
- May be requested to work outside the ITER Organization reference working hours, including nights, weekends and public holidays, due to business needs - this may include on-call, shift work, etc.
- May be requested to be part of any of the project/construction teams and to perform other duties in support of the project;
- For staff expected to perform on-call, shift hours, or other work outside ITER Organization reference working hours, including nights, weekends, and public holidays, **the possession of a driving license valid in France is required. no commuting vehicle will be provided by the ITER Organization.**
- Informs management of any important and urgent issues that cannot be handled by line or matrix management and that may jeopardize the achievement of the Project's objectives;

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