

TERMS OF REFERENCE

Junior Professional Officers (JPO)

Please indicate if this ToR supersedes a previously submitted ToR: No

I. General Information:

Title:

Associate HR Engagement and Analytics Officer

Sector of Assignment:

Human Resources Operations Services Division/Human Resources Department/ UNRWA Headquarters

Country:

Jordan

Location (city):

Amman

Agency:

UNRWA

II. Supervision:

Name of Supervisor:

Deepak Goel

Title of Supervisor:

Acting Chief Human Resources Operations Services Division A/HROSD)

Content and methodology of supervision:

(Describe in detail type and manner of supervision, e.g., timing and number of meetings with supervisor; feedback sessions on performance against established work plan)

Day-to-day guidance and orientation of recruitment activities from A – Z on duties and responsibilities as specified below, with direct supervision by Acting Chief Human Resources Operations Services Division to ensure the JPO gets a solid understanding of HR engagement and Analytics and how data is used to implement HR strategy. The JPO will interact with other colleagues in the HR Operations Services Division and will get the opportunity to learn from them as well, thereby enabling the JPO to learn and perform the work diligently. The Acting Chief Human Resources Operations Services Division will discuss with the JPO his/her performance on regular intervals, with an aim to build on goals reached, learning opportunities and areas for development as needed, while also providing constructive feedback.

III. Duties, Responsibilities and Output Expectations:

Please include percentages for each duty:
(Please include percentages for each duty. Describe briefly the main tasks specific to this assignment and output expectations during the first and second year of assignment)

1. Identify, create and implement employee engagement initiatives using data and feedback to improve the overall experience of the organization's workforce.
2. Support the provision of hands-on project management for employee engagement initiatives including the creation of project plans, capturing and embedding key employee and business priorities, proactively managing and mitigating risk, creating linkages between and collecting feedback from key stakeholders, ensuring clear documentation that supports project milestones, and building in feedback and data loops to continuously improve projects.
3. Build relevant change and engagement approaches, including communication and capacity building plans in close liaison with relevant stakeholders.
4. Leverage technology to enhance employee engagement initiatives, ensuring that processes are mapped out from an employee perspective and used to improve engagement.
5. Identify measures to define progress and measure impact as well as to capture experiences and learnings for continual improvement.
6. Participate in relevant internal and external working groups / meetings and provide project advice, expertise and support where applicable.
7. Ensure that HR data is accurately and effectively retrieved and reported from various systems

- by improving the reporting process, reconciling the integrity of HR data; analysing and developing ad hoc queries, designing dashboards and providing necessary training to the users.
8. Support various HR Analytics projects and their implementation; providing support in various HR analysis including compilation of statistical reports as requested.
 9. Provide analytical support in monitoring the Divisional performance which includes setting Key Performance Indicators (KPIs), developing tools to track performance against targets and providing quarterly performance reports. Support the analysis of survey results (both quantitative and qualitative) to gauge the overall customer satisfaction, engagement and similar, and to identify areas for improvements.
 10. In collaboration with business owners, provides support in reviewing HR business processes and proposes innovative solutions for their simplifications, efficiency and effectiveness.

IV. Qualifications and Experience:

Education (only Master's degree or equivalent):

(Indicate Master's degree or equivalent in specified development-related discipline, and desired emphasis, if applicable)

- Master's degree in Human Resources, Public or Business Administration, or in a related behavioural science field.

Work Experience (at least 1 to 2 years relevant work experience):

(Indicate the desired work experience in key areas, if appropriate)

- At least 2 to 3 years of relevant work experience in human resources in an international, governmental or commercial organization, of which ideally one year would have involved HR activities and familiarity with data analysis using different qualitative and quantitative methods.
- Experience working in an international and multicultural context.
- Excellent command of written and spoken English.

Key Competencies of the assignment:

(Indicate technical knowledge, professional/language skills)

- Planning and Organizing
- Applying Technical Expertise
- Coping with Pressure and Setbacks
- Relating and Networking
- Creating and Innovating

V. Learning Expectations:

Upon completion of the assignment, the JPO will have / be able to...

(Indicate training / learning activities, based on which learning programme will be structured.

Indicate what the incumbent will learn during the assignment, defined in measurable results and broken down by year. Specify what subjects will be taught in the course of the orientation briefing upon JPO's arrival at the duty station.)

On the job training, as well as possible relevant courses to be taken throughout 2020 as planned by the Agency, including Ethics, Change Management, Interpersonal Skills, Emotional Intelligence, etc. Other learning activities will be from the Acting Chief Human Resources Operations Services Division as well as the team on a day-to-day basis, through coaching, mentoring and from shadowing colleagues. That will enable the JPO maximize their knowledge of the Agency at large and of HR in particular with specialty in recruitment for international posts Agency-wide in its 5 fields of operation (West Bank, Gaza, Jordan, Lebanon and Syria) and area posts at Headquarters Amman. Thus providing the JPO with sufficient exposure to HR and recruitment, policies, rules and regulations.

The JPO will learn HR Analytics and employee engagement from as well as from the various stakeholders he/she will be interacting with, advance their communication and networking, learning outreach and employee engagement techniques and tools.

The orientation briefings upon arrival at the duty station will focus on:

1. Understanding UNRWA and its work, as well as structure at HQ and the fields;

2. Expectations of management and the section in particular
3. The values of the UN, ethics, integrity and impartiality
4. Security and safety
5. Understanding of the importance of recruiting, transparency and confidentiality on the job
6. Detailed understanding of the duties and responsibilities.

Upon completion of the assignment, the JPO will have a clear and deep understanding of HR engagement and analytics and the implementation of HR strategy in general within the Agency.

VI. Background Information:

(Briefly give background/outline of the programme/projects the JPO will be working on, e.g., history, recent developments, and briefly describe planned developments concerning the programme/projects. Provide some basic information about the office: number of international and national staff in the whole office and in the unit where the JPO will be working, etc.)

UNRWA, the largest United Nations operation in the Middle East with over 30,000 staff working across five areas of operation. The mission of UNRWA is to help Palestine refugees achieve their full potential in human development under the difficult circumstances in which they live. In line with this mission, the Agency works towards five strategic outcomes: (a) Palestine refugee rights under international law are protected and promoted; (b) Palestine refugee health is protected and disease burden is reduced; (c) school-age children complete quality, equitable and inclusive basic education; (d) Palestine refugee capabilities are strengthened for increased livelihood opportunities; and (e) Palestine refugees are able to meet their basic human needs of food, shelter and environmental health. UNRWA is funded almost entirely by voluntary contributions from UN member states, regional bodies, business foundations and individual contributions.

UNRWA is solely funded through voluntary contributions from donor countries, which is a yearly challenge for the Agency, especially when some of its areas of operation face crisis or conflict. Thus having dire conditions on the ground throughout the region for Palestine refugees and UNRWA and increased demands for critical services and increased workforce.

Please note that in the online version you will be asked to upload an updated **organigramme**.

VII. Information About Living Conditions at the Duty Station:

(Indicate briefly the main characteristics of the place of assignment)

Jordan has a population of almost ten million. It is bordered by Syria to the north, Iraq to the north-east, Saudi Arabia to the east and south, as well as the West Bank and Israel to the west. The nation has a Mediterranean climate with hot, dry summers and cool, damp winters. August is the hottest month and January the coolest. The average temperature in Amman ranges are from 4 to 12 degrees Celsius in January, to 18 to 32 degrees Celsius in August.

The principal ethnic majority are the Jordanians of Bedouin Arab origin. Palestinian Arabs comprise over 40 per cent of the population, while Arabs as a whole constitute 98 per cent of the population. Other ethnic minorities include the Circassians, Armenians, and Kurds. The people of Jordan are welcoming and warm to visitors.

The official religion of Jordan is Islam. 93 per cent of the population is Sunni Muslim, while Christians account for 5 per cent.

The official language is Arabic while the people speak a dialect which is common to Syria, Lebanon and areas of Iraq. English is also widely understood.

Jordan has quite an advanced healthcare system, although services are highly concentrated in Amman. Many medical professionals available in Amman are licensed and/or trained abroad and return to Jordan to set up their own medical practice. Doctors are proficient in English.

Jordan offers a wide variety of international primary and secondary education options including the US, British and French systems, as well as bilingual Arabic-English domestic programmes.

A wide range of housing options exist in Amman. Luxurious private villas as well as large to small apartments are available, either furnished or unfurnished. Generally, apartments are found through agents, personal reference or strolling through desired neighbourhoods looking for "for rent" signs.

Several international airlines offer daily services between North America, Europe, Middle Eastern countries and the Far East. Amman's Queen Alia International Airport is 40 minutes from

downtown Amman.

Modern grocery shopping centres, full service malls and movie theatres are readily accessible. There are numerous fitness centres and several clubs that offer gyms, swimming, playgrounds and other amenities.

Dead Sea and Aqaba hotels offer sophisticated resort holidays within easy driving distance of Amman. The historic sites of Petra, Jerash, Madaba and the desert castles are readily accessible and offer a unique insight into the rich history of the region. For the more adventurous traveller, hiking, cycling or rock climbing are available in the breathtaking Wadi Rum Desert, the wadis around the Dead Sea, the Eastern Desert or the northern wildlife reserves.

Approved by:

Name:

Antonino Brusa

Title:

Director of Human Resources

Duty Station:

HQ Amman/ Jordan

Agency / Unit:

UNRWA/ HRD

Submitted by:

Name:

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Acting Chief Human Resources Operations Services Division

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UNRWA/ HR/Human Resources Operations Services Division

Date of Submission: 29 August 2023