

TERMS OF REFERENCE

Junior Professional Officers (JPO)

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

I. General Information:

Title: **Intake Officer**

Sector of Assignment: Department of Internal Oversight Services - Investigations Division

Country: Jordan

Location (city): Amman

Agency: United Nations Relief and Works Agency for Palestine Refugees (UNRWA)

II. Supervision:

Name of Supervisor: Ms. Rebecca Lewis

Title of Supervisor: Chief of Investigations Division

Content and methodology of supervision: The JPO will receive direct guidance from the Chief of Investigations Division (Chief ID), and the Investigations Officer, Central Intake Unit. The JPO will be provided with an in-depth orientation and on-going guidance and supervision by the IO. When assisting with reviewing and assessing complaints and allegations to determine their relevance and reliability, the JPO will have daily meetings with the IO who will provide overall guidance, mentoring, coaching and provide feedback to the JPO.

The Investigations Officer will work with the JPO on a day-to-day basis to ensure that the JPO understands their duties and responsibilities and performs their work with due diligence. The Chief ID and the IO will hold Performance Appraisal sessions with the JPO at scheduled intervals. Constructive feedback will be provided on how the JPO can improve their skills and performance.

The Chief of Investigations Division and the Investigations Officer will hold Performance Appraisal sessions with the JPO at scheduled intervals. Constructive feedback will be provided on how the JPO can improve their skills and further development.

III. Duties, Responsibilities and Output Expectations:

1. Review and assess complaints and allegations, formulate investigation plans, review and analyse all information to determine relevance and reliability; prepare, plan and conduct interviews of staff and other involved parties; obtain and analyse documentary and electronic evidence; conduct investigative research; draft preliminary assessments / investigative results;
2. Obtain and review relevant documentation; support and conduct interviews and take statements; gather and analyse evidence obtained during the inquiry;
3. Determine whether matters involve misconduct such as potential fraud, corruption or other misconduct prior to an Intake Committee meeting;
4. Oversee, review and support the drafting of concise closure notes, referral communications and conduct post-intake tasks and follow-up as necessary;
5. Perform other duties to support the operational function of the Investigation Unit as determined by the Investigations Officer.

IV. Qualifications and Experience:

A. Education

An advanced university degree in investigations, police studies, law, international law, or a related field; OR

- A first level university degree with a relevant combination of academic qualifications and

experience in applying investigation techniques in criminal or administrative inquiries can be accepted in lieu of the advanced university degree;

- Additional formal training and/ or certification in various law enforcement methodologies and/ or fraud.

B. Experience

At least one year of experience in investigations, police studies, law, international law or a related field with some professional experience in applying investigation techniques in criminal or administrative inquiries. Experience in assessing complaints of misconduct is highly desirable.

C. Key Competencies of the assignment:

- UN Core Values of Professionalism, Integrity and Respect for Diversity and Core Competencies of Communication, Working with People and Drive for Results apply by default.
- Deciding and Initiating Action
- Planning and Organizing
- Following Instructions and Procedures
- Great sense of discretion, confidentiality, and tact

- D. Languages:** English and French are the working languages of the United Nations Secretariat. For the position advertised, fluency in English is required. Knowledge of Arabic would be an asset.

V. Learning Expectations:

Upon arrival, the JPO will undergo induction training where he/she will meet with various stakeholders at HQ Amman and obtain a broad-based understanding of UNRWA and its operations and initiatives.

Chief ID along with the IO will coach and mentor the JPO on a day-to-day basis. The JPO will receive practical on the job training and will be able to exchange ideas, information and establish partnership with UNRWA staff at HQs Amman & Gaza and staff in the five fields of UNRWA operations (Syria, Lebanon, Jordan, West Bank and Gaza),

As the JPO completes relevant assignments and training, he/she will have better understanding of the main programmes and areas of operations of UNRWA in the above-mentioned fields and the challenges ID face in each of them. Furthermore, the JPO will gain valuable insight in the challenges and practical application of policy development and the importance in maintaining strong oversight framework.

The JPO will learn structured approaches to conducting investigations and assessing allegations and complaints including supporting any functions of the Agency. Furthermore, the JPO will learn the practical application of UN oversight policies. Through this, the JPO will be able to apply the knowledge gained in the possible pursuit of career opportunities within the UN system.

The JPO will enhance personal and professional capabilities and increase ability to perform specific assignments related to duties and responsibilities.

VI. Background Information:

DIOS - The Department of Internal Oversight Services exists to support UNRWA Headquarters and Field Offices in the effective discharge of their responsibilities and accomplishment of the Agency goals.

ID - The Investigations Division strives to protect the human and financial resources of UNRWA by investigating fraud, corruption, sexual exploitation and abuse and other misconduct in the workplace. In line with Organization Directive-14 (OD-14), the division aims to foster greater transparency and accountability within the Agency and acts as the central point for the receipt of all allegations and complaints in relation to misconduct.

The investigation function includes reviewing the governance mechanism as regards the internal justice system and, in conjunction with the Ethics Officer and the Department of Human Resources, raising staff awareness on ethical standards and expected behaviour. The investigation function also includes providing advice to the Commissioner General as regards the progress and results of investigations.

In addition to providing support to the ID, it is intended to use the additional capacity to increase the professional level support to the centralized intake function within the Central Intake Unit (CIU). The CIU within DIOS is at the centre of new a complaint intake model assessing new allegations for the entire

Agency, in an expedited manner with the intent to reduce the Agency's complaint handling times.

The JPO will participate as a team member in the Investigation Division and the CIU gaining invaluable knowledge into their respective operations areas across the five fields of operation. The JPO will assist in preparing reports with a view to enhancing the investigations capacity throughout the Agency.

VII. Information About Living Conditions at the Duty Station:

Amman is a family duty station and has a variety of accommodation, restaurants, and leisure activities. Primary and secondary education is available for the children of international staff members, including several schools of good reputation, such as International Community School, American Community School and Kings Academy. There is an active expat community.

Approved by:

Name: Ms. Betty Shu E Cheng

Title: Acting Director, UNRWA Department of Internal Oversight Services

Duty Station: Amman

Agency / Unit: UNRWA

Submitted by:

Name: **Ms. Rebecca Lewis**

Title: Chief of Investigations Division

Duty Station: Amman

Agency / Unit: UNRWA

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