

## TERMS OF REFERENCE

### Junior Professional Officers (JPO)

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

#### I. General Information:

Title: **Associate Evaluation Officer**

Sector of Assignment: Evaluation Division, within the UNRWA Department of Internal Oversight Services

Country: Jordan

Location (city): Amman

Agency: UNRWA

#### II. Supervision:

Name of Supervisor: Leslie Thomas

Title of Supervisor: Chief Evaluation Division

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)*

The JPO will primarily work as a core team member of the Evaluation Division, providing substantive support to evaluation projects assigned to the Division Chief. This will provide opportunity for regular coaching and performance discussions. On a quarterly basis informal feedback discussions will focus on performance against established workplans, and on a semi-annual basis formal performance discussions will be completed.

#### 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)*

**(50%) As a member of the Evaluation Division team, the JPO will assist the Chief and evaluation project managers with the planning, development and conduct of assigned projects, such as in-depth evaluations of complex programmes or thematic evaluations;**

In year one, with close supervision and as a member of a team, the JPO will provide substantive support to the planning, management and implementation of one Agency-level evaluation. Researching, compiling, analysing and summarizing information for a programme or thematic evaluation; contributing to the development of evaluation methods and tools (participating in the design and conduct of qualitative and quantitative research, and traveling to UNRWA fields of operation to support the evaluation activities.

In the second year of the assignment, the JPO will support an Agency-level evaluation (programme or thematic evaluation) as a core team member, participating in all phases of an evaluation project, including its planning, data collection and analysis, and in reporting writing and dissemination.

**(40%) Participate in the process of strengthening decentralized evaluation capacity in UNRWA Headquarters and Field Offices completing quality assurance reviews of evaluation products (terms of reference and draft evaluation reports); and supporting the development of tailored training activities informed by systematic needs-assessments for capacity-building.**

Assist the Chief in preparing inputs for the development of UNRWA evaluation tools, guidelines and templates in accordance with international standards and best practices as identified by the General Assembly, and other relevant organs including the United Nations Evaluation

Group (UNEG).

Conduct background research on various topics related to evaluation (e.g. mainstreaming human rights, gender equality, disability inclusion; environmental sustainability; developmental evaluation, etc.) contributing to different knowledge products, guidelines and templates. Keep abreast of best practices and lessons learned, participating in UNEG learning events, and promoting their use to improve UNRWA evaluation function performance.

Throughout the assignment, the JPO will be asked to participate actively in UNEG organized learning and networking events.

In year one, with close supervision, the JPO will complete quality assurance reviews of central and decentralized evaluation products (ToRs and draft reports) and provide support to Division quarterly meetings with UNRWA decentralized evaluation managers.

In year two, assignments and output expectations will focus on the development of tools, templates and training to support evaluation capacity building.

**(10%) The JPO Associate Evaluation Officer may, as required, provide support to the Division on Division-wide operational or administrative matters, i.e. annual work planning, recommendation follow-up activities, communication and outreach.**

#### **IV. Qualifications and Experience:**

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Education (only Master's degree or equivalent):

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

An advanced university degree (Master's degree or equivalent) in social sciences, evaluation, or a related area is required.

At least two years of professional working experience in monitoring and evaluation or related field.

A first-level university degree in similar fields in combination with three years of qualifying experience may be accepted in lieu of the advanced university degree.

Key Competencies of the assignment:

*(Indicate technical knowledge, professional/language skills)*

**Professionalism:** Shows pride in work and in achievements; demonstrates professional competence and mastery of subject matter; is conscientious and efficient in meeting commitments, observing deadlines and achieving results; is motivated by professional rather than personal concerns; shows persistence when faced with difficult problems or challenges; remains calm in stressful situations. Takes responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work

**Technical knowledge -** Has knowledge of international standards and practices in evaluation and respective evaluation methodologies. Has experience in backstopping evaluations. Has knowledge of UN system evaluation standards and practices. Has knowledge of development and humanitarian assistance. Is able to review and edit the evaluation work of others. Demonstrates good judgment and initiative, imagination and resourcefulness, energy and tact. Is able to ensure an effective work structure to maximize productivity and achieve goals..

**Planning and Organising:** Prioritizes activities and assignments; adjusts priorities as required; Monitors and adjusts plans and actions as necessary.

**Teamwork:** Works collaboratively with colleagues to achieve organizational goals; solicits input by genuinely valuing others' ideas and expertise; is willing to learn from others; places team agenda before personal agenda; supports and acts in accordance with final group decision, even when such decisions may not entirely reflect own position; shares credit for team accomplishments and accepts joint responsibility for team shortcomings.

**Accountability:** Takes ownership of all responsibilities and honours commitments; delivers outputs for which one has responsibility within prescribed time, cost and quality standards; operates in compliance with organizational regulations and rules; supports subordinates, provides oversight and takes responsibility for delegated assignments; takes personal responsibility for his/her own shortcomings and those of the work unit, where applicable.

**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:

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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.)*

Incumbent will have structured and unstructured learning opportunities in both years of the assignment. Learning outcomes expected will include:

- **Year one – Knowledge and application of norms and standards for evaluation in the UN system** - Participation in the structured professional development events of the United Nations Evaluation Group (UNEG) will be expected. These typically cover valuable and important topics on evaluation planning, conduct, methods and standards. UNEG also has a robust repository of guidance on evaluation planning, management and conduct that will be important to review and utilize.
- **Year one – Knowledge of processes and procedures for central and decentralized evaluation function management.** The orientation briefing as well as the first year of project activities will result in learning about central and decentralized evaluation functions. UNRWA quality assurance tools for evaluation align to UNEG standards, and professional tasks will provide a depth of exposure in managing, commissioning and conducting central and decentralized evaluations. This exposure will be especially valuable and applicable for evaluation jobs within the development or humanitarian assistance sectors.
- **Year two - Evaluation methods and tools** – Although tasks in year one will provide exposure to evaluation research activities, year two tasks will deepen exposure to qualitative and quantitative research methods. The Division will explore both formal training opportunities and assign tasks to the JPO that strengthen knowledge and skills in qualitative and quantitative research design, conduct and data analysis.
- **Year two – Evaluation recommendation quality and follow-up processes** – Year two tasks will provide exposure to evaluation recommendation follow-up practices, and will support learning on best practices in the formulation of recommendations.
- **Both years – Growth in professional (evaluation) network** – Across both years, the JPO's professional network should grow through participating in UNEG activities and UNRWA central and decentralized evaluation activities.

## VI. Background Information:

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*(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.)*

The DIOS Evaluation Division is responsible for functional leadership and oversight of the Agency's central and decentralized evaluation functions (those evaluations commissioned and/or managed by field offices or HQ departments). In addition to managing and undertaking systematic and objective assessments of UNRWA programmes, the Evaluation Division quality assures decentralized evaluations, and provides guidance and technical support to build decentralized evaluation capacity. This scope of work is managed by a three-person team, including a P5 Chief, a P3 evaluation officer, and a national evaluation officer at a G17 level.

As a core member of the Evaluation Division team, the JPO will assist in the management and provide technical support to at least one evaluation per year, under the overall guidance of the Chief. An Agency-wide evaluation of the UNRWA education programme will be conducted in 2023 and this is an area the JPO could likely support.

In addition to providing support to the management of a central evaluation each year, DIOS intends to use the additional capacity to increase its professional level support to the decentralized evaluation function. The JPO resource could support the following important decentralized evaluation initiatives:

- Provide technical backstopping to decentralized evaluations planned in 2023/2024, and quality assure key outputs including terms of reference, inception and draft evaluation reports;
- Support in the development and implementation of annual training plans to strengthen skills of field and department monitoring and evaluation (M&E) staff on evaluation methods and on UNRWA quality assurance procedures; and,

- Support in the rollout and training of a new UNRWA evaluation management manual. UNRWA released a new Evaluation Policy in September 2022, and will release a new tool kit for evaluation managers late in 2022. This framework aligns to UNEG norms and standards and is designed to provide practical guidance to managers in the planning, implementation and use of evaluation.

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)*

The duty station is Amman, Jordan. The Hashemite Kingdom of Jordan is strategically located in the Middle East covering a diversity of landscapes. Jordan is bound by Syria to the north, Iraq to the northeast, Saudi Arabia to the east and south, the Red Sea to the south and Israel and the Palestinian National Authority to the west. The weather in Jordan is not too extreme. Summer is dry, with temperatures regularly reaching 35°C. The winter is colder with temperatures often dropping slightly below freezing. Amman, the capital, is a peaceful city with over four million residents. People are friendly to visitors. Services in terms of banking, transportation, health and communications are easily available. Though Arabic is the official language, English is widely spoken among the majority of the population, especially in Amman. Road network is good both in terms of spread and quality of the roads. Public transportation in Amman is limited. Taxis are relatively cheap and easily available. There are a number of shopping malls, restaurants, gyms, and cinemas. A large variety of accommodation options can be found; however internationals tend to live in certain neighbourhoods in which services and amenities are often found. It is worth noting that prices in Amman have generally increased in the past few years. There are no specific security threats. Amman is a very easy city in which to live and it is serviced by an international airport with direct flights to most capital cities. According to the assessment of the UN Department of Safety & Security (UNDSS) Jordan is a family duty station (category A hardship).

### **Approved by:**

Name: Betty Cheng

Title: Acting Director, UNRWA Department of Internal Oversight Services

Duty Station: Amman, Jordan

Agency / Unit: UNRWA, Department of Internal Oversight Services

### **Submitted by:**

Name: Leslie Thomas

Title: Chief of Evaluation Division

Duty Station: Amman, Jordan

Agency / Unit: UNRWA, Department of Internal Oversight Services, Evaluation Division

Date of Submission: 02 October 2023