

TERMS OF REFERENCE

Junior Professional Officers (JPO)

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

I. General Information:

Title:

Digital Workplace Specialist

Sector of Assignment:

Digital Impact, Technology, and Innovation Department

Country:

Jordan

Location (city):

Amman

Agency:

UNRWA

II. Supervision:

Name of Supervisor: **Deputy Director**

Title of Supervisor: **Deputy Director**

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 Digital Workplace Specialist will be working and under direct supervision of the Deputy Director to execute and enhance the organization's digital workplace strategies. The Deputy Director will provide guidance, mentorship, and opportunities for professional growth, enabling the Digital Workplace Specialist to thrive in their role and contribute effectively to the organization's digital transformation journey.

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)

Duties and Responsibilities:

Year 1:

1. **Digital Workplace Assessment (40%):** Conduct a comprehensive assessment of the current digital workplace environment, covering ERP management, Business Intelligence, Infrastructure, Application Development, BI, and IT Service Management. Identify strengths, weaknesses, and opportunities for improvement within these domains.
2. **Digital Collaboration Tools Implementation (40%):** Collaborate with cross-functional teams to select, implement, and optimize digital collaboration tools and platforms tailored to ERP, BI, Application Development, Infrastructure, and IT Service Management domains to enhance productivity and communication.
3. **Security and Compliance (20%):** Collaborate with the Chief Digital Risk Officer to ensure digital workplace solutions within **the specified domains adhere to security and**

Year 2:

1. **Digital Workplace Strategy Enhancement (50%):** Refine and expand the digital workplace strategy within the specified domains, considering the evolving organizational needs and aligning with broader digital transformation objectives.
2. **Change Management (20%):** Lead change management efforts within the specified domains to promote the adoption of digital workplace solutions, fostering a culture of digital collaboration and

innovation.

3. **User Feedback Integration (15%):** Collect and integrate user feedback from the specified digital workplace domains to continuously improve the environment, making data-driven adjustments as needed.
4. **Reporting and Analysis (15%):** Generate regular reports on the utilization and impact of digital workplace tools and solutions within the specified domains, providing insights to inform strategic decisions.

Output Expectations:

Year 1:

1. **Digital Workplace Assessment Report (40%):** Present a comprehensive assessment report within the specified domains, highlighting strengths, weaknesses, and recommendations for improvement within the first six months.
2. **Successful Implementation (40%):** Demonstrate the successful implementation of digital collaboration tools and platforms within the specified domains, resulting in improved communication and productivity.
3. **Effective Training Program (20%):** Deliver a well-received training program within the specified digital workplace domains, resulting in improved user proficiency and adoption of digital workplace tools.

Year 2:

1. **Enhanced Strategy (20%):** Present an enhanced digital workplace strategy within the specified domains, aligning with the organization's evolving digital transformation objectives.
2. **Change Management Success (20%):** Measure the successful adoption of digital workplace solutions within the specified domains through effective change management efforts.
3. **User-Centric Improvements (15%):** Implement user-driven improvements within the specified digital workplace domains based on collected feedback.
4. **Vendor Relationships (15%):** Maintain positive vendor relationships within the specified domains, ensuring optimal service delivery and cost savings.
5. **Data-Driven Insights (10%):** Provide valuable data-driven insights within the specified digital workplace domains to support strategic decisions and improvements in digital workplace solutions.

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)*

Advanced University Degree: An advanced university degree from an accredited institution in data science, information technology, computer science, business analytics, or a related discipline is required. Candidates with degrees in any related discipline will also be considered.

Relevant Certifications (Advantageous): Possession of relevant certifications such as ITIL, or project management certifications like PMP or PRINCE2 would be advantageous.

Work Experience (at least 1 to 2 years relevant work experience), *(Indicate the desired work experience in key areas, if appropriate)*

- **Digital Workplace Management (1-2 Years):** Candidates should possess a minimum of 1 to 2 years of experience in roles related to digital workplace management, where they have actively contributed to the implementation and optimization of digital workplace solutions.

Key Competencies of the assignment: *(Indicate technical knowledge, professional/language skills)*

- **Language Skills:** Proficient command of the English language is essential. Knowledge of Arabic is considered advantageous and could be an asset for effective communication.
- **Agile Project Management:** Familiarity with industry-leading Agile Project Management tools and capabilities is crucial for implementing efficient project management methodologies.
- **Lean UX and Agile Web Development:** Proficiency in Lean UX and agile web development processes, including skills in prototyping, wireframing, and agile software development, is highly desirable for modern data strategy coordination.
- **Digital Products and Services Knowledge:** A broad understanding of digital products and services is necessary, with preference given to familiarity with services offered by the United Nations.
- **Business Requirements Gathering:** The ability to collect business requirements from the demand team and assist the product owner in translating these requirements into feasible user stories and

measurable releases is a core competency for this role.

- **Results-Driven:** Demonstrates a strong ability to drive for results, effectively managing and delivering on multiple priorities within established timelines.
- **Negotiation and Influence:** Strong negotiation and influential skills are essential for successful collaboration and achieving alignment with stakeholders.
- **Analytical and Problem-Solving Skills:** Possesses strong analytical and problem-solving capabilities, which are essential for interpreting data insights and resolving complex issues.
- **Interpersonal and Communication Skills:** Strong interpersonal, writing, and communication skills are vital for effective interaction with cross-functional teams and stakeholders.
- **Planning and Management:** Exhibits excellent planning and management skills, ensuring that projects and initiatives are well-organized and executed efficiently.
- **Flexible and adaptable**

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.)*

Upon the completion of the assignment, the JPO will have:

Learning Expectations for the Digital Workplace Specialist JPO Assignment:

Year 1 Learning Expectations:

- **Digital Workplace Assessment (20%):** Gain proficiency in conducting comprehensive assessments of the digital workplace environment, covering ERP management, Business Intelligence, Infrastructure, Application Development, BI, and IT Service Management. Learn to identify strengths, weaknesses, and opportunities for improvement within these domains.
- **Digital Collaboration Tools Implementation (20%):** Acquire hands-on experience in collaborating with cross-functional teams to select, implement, and optimize digital collaboration tools and platforms tailored to specific digital workplace domains, fostering improved productivity and communication.
- **User Training and Support (15%):** Develop the skills required to design and deliver effective training programs within the specified digital workplace domains, ensuring employees maximize their proficiency in the provided tools and solutions.
- **Security and Compliance (15%):** Learn to collaborate effectively with the Chief Digital Risk Officer to ensure that digital workplace solutions within the specified domains adhere to security and compliance standards.
- **Performance Monitoring (15%):** Develop the ability to establish key performance indicators (KPIs) and metrics within the specified digital workplace domains, enabling the monitoring of solution performance and effectiveness.

Year 2 Learning Expectations:

- **Digital Workplace Strategy Enhancement (20%):** Gain experience in refining and expanding the digital workplace strategy within the specified domains to align with evolving organizational needs and broader digital transformation objectives.
- **Change Management (20%):** Deepen your expertise in leading change management efforts within the specified domains, promoting successful adoption of digital workplace solutions, and fostering a culture of digital collaboration and innovation.
- **User Feedback Integration (15%):** Learn to collect, analyze, and effectively integrate user feedback from the specified digital workplace domains to drive continuous improvement and data-driven adjustments.
- **Vendor Management (15%):** Develop the skills required to manage vendor relationships within the specified domains, optimizing services, negotiating contracts, and ensuring cost-effectiveness.
- **Reporting and Analysis (15%):** Master the art of generating regular reports on the utilization and impact of digital workplace tools and solutions within the specified domains, providing valuable insights for informed decision-making.

By the end of the two-year assignment as a Digital Workplace Specialist JPO, will have gained comprehensive experience and expertise in managing the digital workplace, fostering collaboration, ensuring security and compliance, and leveraging data-driven insights to drive organizational success within specific digital workplace domains.

Orientation Briefing Expectations:

During the orientation briefing upon the JPO's arrival at the duty station, the following subjects will be covered:

- **Organizational Overview:** An in-depth introduction to the organization, its mission, values, and strategic objectives.
- **Digital Workplace Framework:** Explore the existing digital workplace framework, encompassing

ERP management, Business Intelligence, Infrastructure, Application Development, BI, and IT Service Management. Understand the organization's digital workplace goals and priorities.

- **Data Security and Compliance:** Receive guidance on the organization's data security and compliance policies, emphasizing the critical role of digital workplace solutions in maintaining data integrity and confidentiality.
- **Technology Stack:** An overview of the technology stack, including the tools and platforms used for data analysis, reporting, and data governance.
- **Stakeholder Engagement:** Guidance on effective stakeholder engagement and collaboration strategies, emphasizing cross-functional teamwork.
- **Compliance and Regulations:** An overview of data privacy regulations relevant to the organization and the importance of compliance.
- **Project Management Practices:** Insights into project management practices, with a focus on coordinating data-related projects and achieving successful outcomes.

The orientation briefing will provide him/her with a strong foundation and the necessary knowledge to excel in your role as a Digital Workplace Specialist, ensuring he/she well-prepared to contribute meaningfully to the organization's digital transformation journey within the specified domains

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.)

The Department of Digital Impact, Technology and Innovation (DITID) serves as a transformative force within UNRWA, focused on empowering the digital generation of Palestine refugees. DITID aims to foster human development through direct and indirect investment, striving for a shift from dependency to self-reliance. The department is also committed to ensuring universal internet access for all refugees, as outlined in the UN Common Agenda, recognizing it as a fundamental human right. Additionally, DITID places a strong emphasis on "Digital Ethics" to ensure that technology is utilized in a manner that respects human rights, promotes social justice, and protects the common good.

Acting as a "Digital Accelerator," DITID collaborates with various UNRWA programs to implement Digital Transformation initiatives. The department provides digital platforms designed to improve service delivery, increase transparency, and foster inclusion. Partnering with other UNRWA departments, DITID also enhances communication and outreach through digital channels, aiming for more effective engagement with refugees.

DITID is committed to creating a robust digital workplace that is both agile and secure. The department focuses on automating core business processes to improve efficiency and system availability. This digital transformation aims to cultivate a workplace environment that not only enhances efficiency and digital dexterity among the workforce but also fosters personal and team growth.

Lastly, DITID is invested in strengthening UNRWA's cybersecurity measures and unlocking the organization's data potential. The department is geared toward developing capabilities in Business Intelligence and Artificial Intelligence, offering data-driven digital solutions for effective decision-making. Furthermore, DITID takes an active role in data protection, ensuring the safe storage and processing of sensitive refugee information. Through its dedicated "Innovation Labs," the department aims to continuously nurture an innovative culture within UNRWA, thereby contributing substantially to the agency's overarching goals.

VII. Information About Living Conditions at the Duty Station:

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

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 increase in the past few years. There are no specific security threats. Amman is a very easy city in which to live; large, many amenities, very modern and 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.

Approved by:

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