

## **TERMS OF REFERENCE**

### **Junior Professional Officers (JPO)**

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

#### **I. General Information:**

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Title:

Associate Donor Relations and Visibility Officer

Sector of Assignment:

Department of External Relations and Communications

Country:

oPt

Location (city):

East Jerusalem

Agency:

United Nations Relief and Works Agency for Palestine Refugees in the Near East  
(UNRWA)

#### **II. Supervision:**

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Name of Supervisor:

Jan-Patrick Schnell

Title of Supervisor:

Asia Team Leader/Senior Donor Relations Officer

Content and methodology of supervision:

Weekly checkpoints and ad hoc follow up on specific topics as maybe needed.

#### **III. Duties, Responsibilities and Output Expectations:**

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Under the overall supervision of Asia Team Leader, the Associate Donor Relations and Visibility Officer will work to strengthen UNRWA's relationship with Asian donor countries. S/he will play a vital role in highlighting the impact of support from various Asian countries on Palestine refugees, helping to diversify the Agency's donor base throughout Asia.

Donor Relations and Portfolio Management

- Assist in managing specific donor portfolios, encompassing both traditional and non-traditional donors, utilizing multilateral platforms when appropriate.
- Prepare negotiations for project proposals and donor agreements, ensuring diligent tracking of requests for project extensions or modifications.
- Facilitate donor meetings and coordinate visits for senior UNRWA officials, ensuring efficient follow-up on meeting outcomes.
- Foster proactive coordination on contributions, donor-funded projects, and external relations activities, with a focus on meeting deadlines.

- Provide comprehensive support for internal coordination, encompassing meeting organization, note drafting, and effective follow-up on relevant issues.

#### Donor Visibility and Public Relations

- Disseminate accurate information among government officials, media outlets, civil society organizations, and the general public to raise awareness about Palestine refugees and their needs.
- Support efforts to enhance donor visibility through media engagements, public relations initiatives, and outreach campaigns aimed at increasing awareness about the plight of Palestine refugees.
- Assist in creating outreach materials for fundraising purposes, including the preparation of talking points, background notes, and presentations.
- Gather data for market research on target countries to assess their fundraising potential and identify avenues for funding opportunities.
- Contribute to the development and implementation of UNRWA's resource mobilization strategy by researching and identifying potential contributors.

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

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Education: A Master's degree in political science, international relations, business or public administration, law, economics, development or humanitarian studies or a related discipline.

Work Experience: At least 2 years of relevant experience which would include experience in fundraising, donor relations, media and advocacy work, political analysis, international cooperation, and project management in the context of the UN, donor governments or international non-governmental organizations.

#### Key Competencies:

- Experience in handling Member States relations or in resource mobilization for humanitarian and development projects from governmental and other institutional sources;
- Ability to maintain good professional relations with a variety of interested stakeholders in different professional and cultural settings;
- Ability to develop clear goals, independently plan and prioritize own work, work well under tight deadlines and handle multiple concurrent activities;
- Positive attitude, strong analytical, interpersonal, organizational and communication skills;
- Demonstrated skills in teamwork; demonstrated skills in working with others and ability to handle sensitive issues;
- Willingness and ability to handle details and follow-up on issues actively, including a demonstrated track record of initiative;
- Knowledge of project cycle management, including proposal design and reporting, and logical framework analysis;
- Understanding of budget requirements and planning;
- Excellent computer skills;

#### Desirable Qualifications:

- Knowledge in fundraising, advocacy
- Experience in the management of international cooperation projects;
- Knowledge of contemporary issues relating to the Middle East and the Palestine refugee question in particular;
- Experience of UNRWA and the wider UN system.

Language:

- Excellent command of written and spoken English. Knowledge and command of an Asian language would be an asset.

## **V. Learning Expectations:**

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Upon arrival, the incumbent will receive an Induction Training package. This will include information on UNRWA's mandate and operations in general and will be complemented by individual briefings with ERCD key team members and other relevant stakeholders which concentrate on the various objectives of the Departments.

The JPO will also benefit from an International Staff Induction Meeting organised by UNRWA HQ regularly, including briefings and presentations by key stakeholders from different fields and departments.

After six months the JPO will have extensive knowledge of UNRWA programmes, mandate and operational issues (depending on the security situation, the JPO may accompany the Partnerships Director or ERCD Director to the Fields of Operations).

The JPO will have a first-hand understanding of the benefits and challenges of the Resources Mobilization and Outreach Strategy of the Agency.

S/he will benefit from the experience and mentorship of his/her supervisor and other senior UN colleagues while having the opportunity to coordinate with UNRWA's five fields of operations, i.e. Gaza, West Bank, Jordan, Lebanon and Syria. S/he will also learn how decision-making at the highest level of UNRWA is formulated, decided and implemented.

S/he will gain experience coordinating, developing and operationalizing successful initiatives in challenging cultural environments and have a better understanding of the UN's humanitarian mandate functioning within a difficult political context.

## **VI. Background Information:**

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UNRWA is a United Nations agency established by the General Assembly in 1949 and is mandated to provide assistance and protection to a population of some 5 million registered Palestine refugees. Its mission is to help Palestine refugees in Jordan, Lebanon, Syria, West Bank and the Gaza Strip to achieve their full potential in human development, pending a just solution to their plight.

The External Relations and Communications Department (ERCD) is headed by the Director of External Relations and Communications who has a direct reporting line to the Commissioner-General's Office. The Department's main objective is to mobilize financial and political support from external partners. Within ERCD, the JPO will be working at the Partnerships Division (PD), headed by the Director of Partnerships. The PD is in charge of donor engagement and fundraising, supported by a team of international staff, local staff, consultants, JPOs and interns.

The Department provides technical expertise and guidance, develops and drives policies and strategies, and coordinates UNRWA's internal and external efforts towards ensuring that the Agency obtains the resources it needs to deliver on its mandate, which is to provide services, assistance and protection for Palestine refugees to help them achieve their full potential in an increasingly challenging environment.

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:**

Working for UNRWA in Jerusalem is challenging and rewarding, with many highlights including the kindness and generosity of the people and the incredible array of sites to explore that are of historical and religious significance. There are however challenging realities connected to the political context which make for a tense environment, with tensions escalating at certain times of year or at political junctures.

It is a generally safe environment for international staff and there are security measures in place to ensure the safety and security of all staff. This duty station is otherwise known for its accessibility to modern facilities including shopping centres, gyms, and swimming pools in Jerusalem and Ramallah. There are also many coffee shops and bars that provide special menus in a fabulous atmosphere.

The office is located in Sheikh Jarrah, East Jerusalem. International staff members normally live in Jerusalem, a family duty station, and rent furnished or unfurnished apartments found using agents or by word-of-mouth through colleagues.

In addition to Arabic, English and Hebrew are commonly spoken in Jerusalem. The Israeli shekel (NIS) is the official currency. The time zone is GMT +2 hours.

The health care sector is divided into public health services and private ones. The public health sector is accessible to all. Better health services can be found in private clinics and hospitals which are spread out mainly in larger cities. Sophisticated medical care, including for children, is available throughout Jerusalem.

Education in the West Bank is provided by the public sector, the private sector, and UNRWA. Primary and secondary education is available for the children of international staff members, especially in Jerusalem, which includes several schools such as the Anglican International School of Jerusalem and the Lycée Français de Jerusalem.

The West Bank has a Mediterranean climate with hot dry summers and short, wet, cool winters; temperature and rainfall vary depending on altitude and location.

### **Approved by:**

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### **Submitted by:**

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