

TERMS OF REFERENCE

Junior Professional Officers (JPO)

Please indicate if this ToR supersedes a previously submitted ToR: Yes

I. General Information:

Title: Associate Evaluation Officer, P2

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: Rafika Amira

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 be a core member of the evaluation team, providing substantive support to evaluation projects and contributing to the timely delivery of evaluation products. This will provide an opportunity for ongoing coaching and mentoring. At the outset of the assignment, the JPO will have a formal discussion with the Chief of Evaluation on performance objectives and expectations, as well as on the work plan. Informal discussions will be held on a quarterly basis to discuss performance against objectives/targets. This will also be an opportunity to adjust as needed. Furthermore, a formal mid-year review and end of year performance evaluation (please see Annexes A) will be held. These discussions will focus not only on performance, but also on professional development and will provide an assessment of the competency's proficiency (Annex B).

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)

(60%) The JPO will work as a core team member of the central evaluation function, contributing to the planning, design, conduct and reporting of centralized evaluations

During the first year, with close supervision and as a member of the evaluation team, the JPO will provide substantive support to the planning, design, data collection and analysis, and reporting of one of the Agency's centralized evaluations conducted by the Department of Internal Oversight Services. The JPO will be involved throughout the life cycle of the evaluation project. First, he/she will provide support to the inception phase of the evaluation, including but not limited to the preparation of the following evaluation rationale and scope, context, Theory of Change, portfolio analysis, evaluation design, data collection methods, Evaluation Matrix, and data collection tools. Second, the JPO will participate as part of the Evaluation Team in conducting the evaluation, including desk review, literature review, conducting interviews and coding interview data, and data analysis against the Evaluation Matrix. The JPO will have the opportunity to participate in field visits to UNRWA fields of operation to support the evaluation activities. Finally, the JPO will contribute to the drafting of the evaluation report and the dissemination of its findings. This will include the organization of learning events, the contribution to PPT etc. The first year will be an opportunity for the JPO to be involved in an evaluation from inception to reporting.

In the second year of the assignment, the JPO will work on a centralized evaluation with an increased level of responsibility, as a co-team leader, playing a more leading role in all phases of

an evaluation project, including its inception, data collection and analysis, and in reporting writing and dissemination.

(30%) Participate in the process of strengthening decentralized evaluation capacity in UNRWA Headquarters and Field Offices providing technical support to 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 updating 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, communications and outreach.

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)

An advanced university degree (Master's degree or equivalent) from an accredited educational institution in social sciences, research, evaluation, or a related field, is required.

Experience: Atleast two years of relevant work experience in social sciences, research, evaluation, or a related field, is required.

Key Competencies of the assignment:

(Indicate technical knowledge, professional/language skills)

Competency 1: Strategic Thinking and Organizational Leadership: Understands and promotes the vision, creates and mobilizes the support needed for DIOS to fulfil its mandate.

Competency 2: Relationship Management and Team Leadership: Works co-operatively with others and develops professional relationships of respect and trust with colleagues and those we evaluate. 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.

Competency 3: Communications: Gains an understanding and shapes others' understanding in ways that capture interest, inform, and initiate positive change.

Competency 4: Analytical Thinking: Uses logical, lateral, and critical thinking styles to assess complex information, develop findings, and reach sound conclusions.

Competency 5: Action Management: Delivers products on time, within budget, and in accordance with UNRWA's standards and policies

Competency 6: Functional/Technical Skills: Acquires expertise, learns and applies evaluation

methodology, tools, and techniques to meet work requirements

Languages: Fluency in English is required. Knowledge of Arabic would be an asset.

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.)

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

- **Year one – An understanding of and experience in practical 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 – An understanding of processes and procedures for centralized and decentralized evaluation function management in a UN system organization.** The orientation briefing as well as the first year of project activities will result in learning about central and decentralized evaluation functions in the UN system. 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 and participation in evaluation research activities, year two tasks will deepen skills in evaluation 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, and reporting.
- **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 centralized and decentralized evaluation activities.

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 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 provides guidance and technical support to build decentralized evaluation capacity. This scope of work is managed by a four-person team, including a P5 Chief, a P4 Senior Evaluation Officer (funding only for one year till December 2025), 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 conduct of at least one centralized evaluation per year, under the overall guidance of the Chief.

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

- Provide technical backstopping to decentralized evaluations planned in 2025/26, reviewing key evaluation 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 promotion of UNRWA's evaluation management manual for decentralized evaluation managers.

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 several 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: Onisiforos ONISIFOROU

Title: Director, UNRWA Department of Internal Oversight Services

Duty Station: Amman, Jordan

Agency / Unit: UNRWA, Department of Internal Oversight Services

Submitted by:

Name: Rafika AMIRA

Title: Chief, Evaluation Division

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