

TERMS OF REFERENCE

Junior Professional Officers (JPO)

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

I. General Information:

Title: Associate Programme Support Officer

Sector of Assignment: Information Technology

Country: Jordan

Location (city): Amman

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

II. Supervision:

Name of Supervisor: Lukasz Cyra

Title of Supervisor: Director of Digital Impact, Technology and Innovation Department

Content and methodology of supervision:

Several weekly meetings with the director to discuss progress against agreed workplan and objectives and to provide mentoring and advice for professional career development. JPO will be entrusted with responsibilities to execute related to their interest and the organization needs. JPO will be empowered to perform their duties with high level of freedom and authority and minimal supervision. Results and status updates will be reported back by the incumbent on a regular basis.

III. Duties, Responsibilities and Output Expectations:

First Year:

- a) Influence, align, and support the vision of the Director's office in alignment with DITID strategies and objectives, and enhance productivity by assuming responsibility for key outcomes and deliverables (20%).
- b) Work with DITID teams, as well as other UNRWA departments and programmes to understand business requirements and convert this to business cases and project proposals (20%).
- c) Develop, maintain, and revise proposals for assigned projects including project objectives, technologies, systems, information specifications, timelines, funding, and staffing (20%).
- d) Contribute to forming our external relations strategy and initiate and support fundraising efforts that align with DITID objectives and facilitate the implementation of DITID projects (20%).
- e) Manages assigned IT projects to ensure adherence to budget, schedule, and scope of project (20%).

Second Year:

- a) Influence, align, and support the vision of the Director's office in alignment with DITID strategies and objectives, and enhance productivity by assuming responsibility for key

- outcomes and deliverables (20%).
- b) Work with DITID teams, as well as other UNRWA departments and programmes to understand business requirements and convert this to business cases and project proposals (20%).
- c) Develop, maintain, and revise proposals for assigned projects including project objectives, technologies, systems, information specifications, timelines, funding, and staffing (20%).
- d) Initiate and support fundraising efforts that align with DITID objectives and facilitate the implementation of DITID projects (20%).
- e) Manages assigned IT projects to ensure adherence to budget, schedule, and scope of project (20%).

IV. Qualifications and Experience:

Minimum Qualifications and Experience:

- a) Master's degree from an accredited educational institution in business, administration, information technology, project management, or a related discipline.
- b) Alternatively, a first-level university degree (bachelor's degree or equivalent) from an accredited educational institution in business, administration, information technology, project management, or a related discipline, combined with at least two years of relevant working experience, may be accepted in lieu of an advanced university degree.

Key Competencies of the assignment:

- a) Fluency in spoken and written English.
- b) Excellent written and verbal communication skills, interpersonal and collaborative skills.
- c) High degree of initiative, dependability, and ability to work with little supervision.
- d) High level of personal integrity, as well as the ability to professionally handle confidential matters, and show an appropriate level of judgment and maturity.
- e) Ability to deliver quality results

Desirable Qualifications:

- f) Organized with attention to detail.
- g) Excellent analytical, logical thinking, and problem-solving skills.
- h) Excellent verbal and written communication skills.
- i) Thorough understanding of project management principles and planning.
- j) Thorough understanding of information technology procedures and practices.
- k) Proficient with, or able to quickly become proficient with, a range of general and specialized applications, software, and hardware used in the organization and the industry.
- l) Ability to motivate groups of people to complete a project in a timely manner.

V. Learning Expectations:

Upon completion of the assignment, the JPO will have / be able to...

- a) Experience working in a dynamic international organization, contributing to humanitarian initiatives in education, healthcare, and social services.
- b) A broad understanding of UNRWA's mandate, its critical programmes and services for the Palestinian Refugee Population.
- c) Experience in leading innovative IT projects in humanitarian and development contexts, specifically in the areas of Education, Health, Microfinance, HR, Finance and Supply Chain.
- d) A good understanding of how technology is enabling and supporting operations of organizations with similar size of UNRWA, and the different strategies, guidelines and KPIs/metrics for IT and operations across HQ and FOs.
- e) Further develop experience in Project management and a deeper understanding of IT service management in a UN organisation.
- f) Enhance interpersonal skill, other competences, and competitiveness that would facilitate higher career opportunity.

VI. Background Information:

The Digital Impact, Technology and Innovation Department (DITID) is a strategic enabler for UNRWA programmes and supporting departments. It is mandated to provide information management and technological solutions to enable the programmes and departments to achieve their strategic and operational objectives.

DITID works closely with the Agency's programmes and departments in the Fields and Headquarters and through the provision of high-quality IT solutions, the Agency is able to facilitate assistance provision to its Palestinian Refugee population. Using processes and tools defined by DITID, the Agency is able to streamline its daily operations, provide data that informs operational management and increases transparency and accountability with internal and external stakeholders.

DITID currently has over 80 staff members in Headquarters in Amman and another 70 or so working in UNRWA's field offices in five other locations: Gaza, Jerusalem, Damascus, Amman and Beirut. The Agency boasts of the largest national staff population totalling to 30,000 staff members Agency-wide. Headquarters Amman currently has over 50 international staff members.

VII. Information About Living Conditions at the Duty Station:

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.

While the region experiences instability, Jordan remains without specific security threats. According to the assessment of the UN Department of Safety & Security (UNDSS) Jordan is a family duty station (category A hardship). 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

Approved by:

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Title: Deputy Director of DITID

Duty Station: UNRWA Headquarters Amman

Agency / Unit: Digital Impact, Technology and Innovation Department (DITID)

Submitted by:

Name: Judith Kahure

Title: Chief Digital Officer

Duty Station: UNRWA Headquarters Amman

Agency / Unit: Digital Impact, Technology and Innovation Department (DITID)

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