

TERMS OF REFERENCE

Junior Professional Officers (JPO)

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

I. General Information:

Title:

Associate Donor Relations Officer, P2

Sector of Assignment:

Department of External Relations and Communications

Country:

Jordan

Location (city):

Amman

Agency:

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

II. Supervision:

Name of Supervisor:

Paz Fernandez

Title of Supervisor:

Europe Team Leader/Senior External Relations and Projects 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:

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

- Participates in developing and maintaining effective relationships with donors and organizes and participates in missions and meetings with donor countries, as necessary; provides a consistently high level of customer service to local donor representatives and their officials in capitals.
- Collates data for market research on target countries to help assess their fundraising potential for UNRWA and suggests avenues of cooperation for funding opportunities.
- As requested, and under the guidance of TL/SERPO, prepares first draft of briefing documents, including letters, briefing notes, background documents for the review of D/Partnerships.

- Prepares for meetings with donors and organizes visits for Senior UNRWA officials.
- Contributes to the dissemination of accurate information regarding the Agency's functions among government officials, media, civil society, and the public, checks project progress and final reports for accuracy against donor agreements and requirements, and drafts correspondence for the purpose of fundraising and advocacy.
- Assists in developing and implementing the Agency's resource mobilization strategy and conducts research into potential contributors.
- In coordination with TL/SERPO, contributes to the development of outreach materials for the purpose of fundraising.
- Prepares negotiations for bilateral agreements, Memoranda of Understanding (MOUs) and project proposals with donors on behalf of the Agency; follows up with donors on requests regarding extension or modification of projects. Support to specific traditional and non-traditional donors
- Assist in the maintenance of specific traditional and non-traditional donor portfolios, including multilateral platforms.
- In coordination with TL/SERPO, draft talking points, briefing documents, and presentations for senior management.
- Accompany CG, D/Partnerships, S/ERPO, etc. to donor meetings and ensure timely follow-up with the donor on meeting items.
- Coordinate donor visibility, including press releases.
- Daily, track activity in various key multilateral fora (MF) and provide updates to SERPO.
- Manage the MF Calendar of Events, ensuring the document is regularly updated and circulated to key Agency actors.
- Work with ERPO to develop background documents, outreach tools, and advocacy strategies as well as identify MF champions for the Agency.
- Work closely with D/Partnerships to manage CG bilateral and multilateral engagement calendar.
- Liaise with S/ERPOs to identify bilateral visits for the CG as well as attendance at multilateral events;
- Liaise with other departments and fields to identify and compile a comprehensive list of events for the CG's attendance; and ensure the calendar is up-to-date.

Projects Administration.

- Assists in provision of guidance and relevant information to ERCD's Project Office to ensure proper implementation of an Agency-wide portfolio of projects funded by various donor countries.
- In coordination with the implementing departments, analyses project proposals and progress reports received from UNRWA departments and field offices to ensure they meet donor requirements.
- Liaises between Field Offices, HQ Programme Departments, and donors for the preparation of proposals; in close coordination with TL/SERPO, drafts correspondence relating to submission of reports, use of savings and interest and other related issues.
- Liaises with the Finance Department and Programme Directors to verify information before submission to donors

- Assists in provision of guidance to Field Offices and HQ Departments to enhance the quality of proposals and report writing;
- Supports the Finance Department, Field Offices and Programme Departments to ensure timely submission of progress and final reports;
- Ensures proactive coordination with concerned Departments, Field Offices and Representatives Offices on contributions, donor-funded projects and external relations activities and ensures timely follow-up.
- Supports the overall internal coordination, such as organizing meetings, drafting meeting notes and following up on internal issues of interest to the External Relations Division;
- Performs other duties as may be assigned by the supervisor(s).

IV. Qualifications and Experience:

Education: Advanced (master's) university degree from an accredited educational institution 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.

V. Learning Expectations:

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:

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.

VII. Information About Living Conditions at the Duty Station:

Jordan has a population of almost ten million. It is bordered by Syria to the north, Iraq to the north-east, Saudi Arabia to the east and south, as well as the West Bank and Israel to the west. The nation has a Mediterranean climate with hot, dry summers and cool, damp winters. August is the hottest month and January the coolest. The average temperature in Amman ranges are from 4 to 12 degrees Celsius in January, to 18 to 32 degrees Celsius in August.

The principal ethnic majority are the Jordanians of Bedouin Arab origin. Palestinian Arabs comprise over 40 per cent of the population, while Arabs as a whole constitute 98 per cent of the population. Other ethnic minorities include the Circassians, Armenians, and Kurds. The people of Jordan are welcoming and warm to visitors.

The official religion of Jordan is Islam. 93 per cent of the population is Sunni Muslim, while Christians account for 5 per cent.

The official language is Arabic while the people speak a dialect which is common to Syria, Lebanon and areas of Iraq. English is also widely understood.

Jordan has quite an advanced healthcare system, although services are highly concentrated in Amman. Many medical professionals available in Amman are licensed and/or trained abroad and return to Jordan to set up their own medical practice. Doctors are proficient in English.

Jordan offers a wide variety of international primary and secondary education options including the US, British and French systems, as well as bilingual Arabic-English domestic programmes.

A wide range of housing options exist in Amman. Luxurious private villas as well as large to small apartments are available, either furnished or unfurnished. Generally, apartments are found through agents, personal reference or strolling through desired neighbourhoods looking for "for rent" signs.

Several international airlines offer daily services between North America, Europe, Middle Eastern countries and the Far East. Amman's Queen Alia International Airport is 40 minutes from downtown Amman.

Modern grocery shopping centres, full service malls and movie theatres are readily accessible. There are numerous fitness centres and several clubs that offer gyms, swimming, playgrounds and other amenities.

Dead Sea and Aqaba hotels offer sophisticated resort holidays within easy driving distance of Amman. The historic sites of Petra, Jerash, Madaba and the desert castles are readily accessible and offer a unique insight into the rich history of the region. For the more adventurous traveller, hiking, cycling or rock climbing are available in the breathtaking Wadi Rum Desert, the wadis around the Dead Sea, the Eastern Desert or the northern wildlife reserves.

Approved by:

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