

TERMS OF REFERENCE

Junior Professional Officers (JPO)

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

I. General Information:

Title: Associate External Relations Coordinator, 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:
Tamara Alrifai

Title of Supervisor:
Director External Relations and Communications

Content and methodology of supervision:
Daily check/update/planning and ad hoc follow up on specific topics as maybe needed.

III. Duties, Responsibilities and Output Expectations:

Under the overall supervision of Director External Relations and Communications:

- Assists D/ERCD and supports the Director of Partnerships and Director of Communications as necessary; provides support on current and long-term strategic and operational functions related to UNRWA's functioning.
- Maintains contact and liaises with the EO, UNRWA Programmes and Field Offices, as required; follows up with internal and external interlocutors as necessary, to ensure coordination, implementation of decisions/agreements, follow-up and regular info-sharing.
- Coordinates and supervises administrative aspects across the Department through direct supervision of administrative/support staff in coordination with D/ERCD, the Director of Partnerships and the Director of Communications.
- Provides drafts, within the department, on a wide range of general strategic, administrative, financial, and operational issues as requested by the directors in support of the department, including drafting presentations, talking points, speeches and notes for the record; prepares reports and correspondence as requested.
- Acts as secretary for internal ERCD and inter-department meetings as required.

- Represents D/ERCD and/or the department at UN or other meetings and conferences, as required.
- Performs such other duties as may be assigned.

IV. Qualifications and Experience:

- **Education:** Advanced (master's) university degree from an accredited educational institution in public or business administration, social sciences, law, or a related discipline.
- **Work Experience:** A minimum of two years relevant work experience in political affairs, administrative affairs, humanitarian affairs, advocacy or outreach with governmental and non-governmental organizations

Key Competencies:

- Ability to establish and maintain effective working relations in a multi-cultural, multi-ethnic environment with sensitivity and respect for diversity.
- Ability to independently plan and prioritize own work, work well under tight deadlines and handle multiple concurrent activities.
- Positive attitude and strong analytical, interpersonal and communication skills.
- Proven excellence in drafting, particularly in analytical writing, report writing, and written communication on policy, operational and organizational development matters.
- High levels of political and organizational awareness.
- Proven ability to exercise the initiative and resourcefulness necessary for prioritizing multiple clusters/components.
- Ability to develop clear goals and identify priority activities and assignments.
- The incumbent will be required to reside in Amman and to travel to UNRWA area of operations in the region. S/he may be required to accompany DERCD on missions beyond the region in pursuit of the Agency's resource mobilisation strategy.

Desirable Qualifications:

- Working understanding of principles, procedures and organizational culture associated with Official Development Assistance.
- Good command of second UN languages.
- Knowledge of contemporary issues relating to the Middle East.
- Working knowledge and experience of the Agency's operations in the Middle East, and knowledge of Middle Eastern culture.

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 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.

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:

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; large, many amenities, very modern and serviced by Queen Alia International Airport (QAIA) 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). Amman has wonderful sites such as Roman Amphitheatre, The Citadel, Royal Automobile Museum, Old Downtown, Rainbow Street.

Approved by:

Name:

Tamara Alrifai

Title:

Director of External Relations and Communications

Duty Station:

HQ Amman

Agency / Unit:

UNRWA

Email:

t.alrifai@unrwa.org

Submitted by:

Name:

Tamara Alrifai

Title:

Director of External Relations and communications

Duty Station:

HQ Amman

Agency / Unit:

UNRWA

Email:

t.alrifai@unrwa.org

Date of Submission:

20 October 2024