

TERMS OF REFERENCE

Junior Professional Officers (JPO)

Please indicate if this ToR supersedes a previously submitted ToR:

I. General Information:

Title:

Associate Oversight Officer, P2

Sector of Assignment:

Department of Internal Oversight Services (DIOS)

Country:

Jordan

Location (city):

Amman

Agency:

UNRWA

II. Supervision:

Name of Supervisor:

Onisiforos A. ONISIFOROU – Current Director DIOS

Title of Supervisor:

Director Internal Oversight Services Department.

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 provided with an in-depth orientation and on-going guidance and supervision by the Director in collaboration with the three division Chiefs. Relevant DIOS staff will work with the JPO on a day-to-day basis to ensure that the JPO understands his/her duties and responsibilities and performs his/her work with due diligence and with the required professionalism, integrity and confidentiality. The Director, with input from division Chiefs, will hold Performance Appraisal sessions with the JPO at scheduled intervals. Constructive feedback will be provided on how the JPO can enhance his/her skills and further development.

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)

The JPO will be responsible for the following duties:

- 1) Assist Director of DIOS to provide substantive as well as administrative support, and if necessary, attend the Advisory Committee on Internal Oversight meetings and assist the Director in the preparation of relevant Committee meeting minutes. Assist in coordinating the necessary documentation for the Committee and follow up actions (20%)

- 2) Assist the Director of DIOS in coordinating various activities and projects amongst the three divisions of DIOS (namely Investigation, Internal Audit and Evaluation) with the aim at achieving synergies in internal oversight (15%).
- 3) Provide support to the office of the Director regarding its oversight tasks (25%).
- 4) Under the supervision of the Director and or the Chiefs of the Department, prepare periodic DIOS analyses, statistics, dashboards, reports etc as part of the required departmental and/or divisional monitoring and reporting requirements. (20%)
- 5) Participate, as needed, as a team member in oversight assignments and assist in identifying best practices across the UN organizations, regarding, inter alia, on emerging trends, policies, processes and practices. This may include identifying appropriate tools, and perform tasks aimed at ensuring that the internal governance, risk and control processes within the Agency are effective and efficient (10%)
- 6) Perform other projects or tasks as may be assigned (10%)

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)

Advanced university degree in Business Administration, Law, Accounting, Audit/Compliance or any related field.

We are looking for candidates who can think out of the box to contribute and make practical suggestions on process and practices improvements in line with best practices.

Work Experience (at least 1 to 2 years relevant work experience):

(Indicate the desired work experience in key areas, if appropriate)

We prefer someone with at least 2 years of experience in relevant fields, specifically, prior exposure to preparing dashboards and PowerPoint Presentations as well as drafting concise and well-structured reports in English language.

Key Competencies of the assignment:

(Indicate technical knowledge, professional/language skills)

Professionalism: Exercise due professional care when researching, assessing and analysing procedures and policies.

Confidentiality; trusted individual with high level of integrity in and who is respecting the confidentiality and documents handling is essential given the sensitive matters that DIOS dealing with.

Technical Knowledge: Broad understanding of business processes and ability to identify risks, evaluate the current control environment and suggest practical recommendations to mitigate risks.

Planning and Organising: Prioritizes activities and assignments; adjusts priorities as required; Monitors and adjusts plans and actions as necessary.

Communication: Speaks and writes clearly and effectively. Ability to draft memoranda and

reports in a concise manner with a proper flow of thought is also important.

Teamwork: Resourcefulness, good interpersonal skills and the ability to work in a multi-cultural, multi-ethnic environment with sensitivity and respect for diversity. Ability to develop and maintain effective working relationships with clients and colleagues.

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.)*

Upon arrival, the JPO will undergo induction training where he/she will meet with various stakeholders at HQ Amman and obtain a broad-based understanding of UNRWA and its operations and initiatives.

The JPO will be provided with an in-depth orientation and on-going guidance and supervision by the Director and the division Chiefs. Relevant DIOS staff will work with the JPO on a day-to-day basis to ensure that the JPO understands his/her duties and responsibilities and performs his/her work with due diligence and required level of confidentiality. The Director, with input from division Chiefs will hold Performance Appraisal sessions with the JPO at scheduled intervals. Constructive feedback will be provided on how the JPO can improve his/her skills and further development.

The JPO will receive practical on the job training and will be able to exchange ideas, information and establish partnership with UNRWA staff at HQs Amman and, possibly, staff in the five fields of UNRWA operations (Syria, Lebanon, Jordan, West Bank and Gaza),

As the JPO completes more relevant oversight related tasks, he/she will have better understanding of the main programmes and areas of operations of UNRWA such as; Education, Health, Relief Services, Microfinance, and the challenges in each of these. Moreover, the JPO will gain valuable insight in the challenges and practical application of policy development and the importance in maintaining strong oversight framework.

By participating in the various oversight tasks, the JPO will learn the practical application of UN rules and regulations in terms of programmatic delivery as well as oversight policies. As a result, the JPO will be able to apply the knowledge gained in the possible pursuit of career opportunities within the UN system.

The JPO will enhance personal and professional capabilities and increase ability to perform specific tasks related to duties and responsibilities.

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 mission of DIOS is to provide internal oversight services that add value to and support UNRWA in achieving its mission by strengthening accountability, transparency, integrity and learning within the Agency. The internal oversight functions of internal audit, evaluation and investigation are entrusted to DIOS, whose Director reports and is accountable to the Commissioner-General, and who is advised by the Advisory Committee on Internal Oversight (ACIO). The ethics function is entrusted to the Ethics Office, which is administratively attached to DIOS, although it operates with full impartiality, independence and confidentiality.

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)

Amman is a family duty station and has a variety of accommodation, restaurants and leisure activities. Primary and secondary education is available for the children of international staff members, including several schools of good reputation, such as International Community School, American Community School and Kings Academy. There is an active expat community.

Approved by:

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Onisiforos A. ONISIFOROU

Title:
Director DIOS

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Amman

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UNRWA

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Submitted by:

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21/10/2024