

TERMS OF REFERENCE

Junior Professional Officers (JPO)

Please indicate if this ToR supersedes a previously submitted ToR: No, new request.

I. General Information:

Title:

Associate Human Resources Officer (Special Projects), P2

Sector of Assignment:

Recruitment Section/ Human Resources Department/ UNRWA Headquarters

Country:

Jordan

Location (city):

Amman

Agency:

UNRWA

II. Supervision:

Name of Supervisor:

Chloe Xenaki

Title of Supervisor:

Head Recruitment Section

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 receive day-to-day guidance and orientation on recruitment activities from A to Z, with direct supervision by the Head of the Recruitment Section. This oversight ensures that the JPO gains a solid understanding of HR and recruitment procedures and processes, as well as the regulatory framework, policies, and rules of the Agency. The JPO will interact with colleagues in the Recruitment team and have the opportunity to learn from them, enabling the JPO to perform the work diligently. The Head of the Recruitment Section will discuss the JPO's performance at regular intervals, aiming to build on achieved goals, identify learning opportunities, and address areas for development as needed, while also providing constructive feedback

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 Associate Human Resources Officer (Special Projects) will primarily support the recruitment and talent acquisition functions in special projects aimed at enhancing the recruitment processes. This role will support in developing talent outreach strategies, reference and vetting processes and supporting HR systems and tools. The position requires collaboration with cross-functional teams and key stakeholders to ensure the successful delivery of recruitment initiatives and strengthening relations with the various departments/fields:

Talent Acquisition and Outreach:

- Support in strategic recruitment initiatives to attract a diverse pool of top talent across various departments.
- Develop partnerships with universities, industry groups, and other external talent pipelines to enhance recruitment efforts.
- Implement innovative sourcing strategies, including social media campaigns, networking events, and talent marketing initiatives.
- Collaborate with hiring managers to define job requirements and create compelling job descriptions that resonate with target candidates.

Reference and Vetting Processes:

- Support in streamlining the reference check and vetting processes to ensure thorough and timely assessment of candidates.
- Coordinate and monitor background checks, education verification, and other vetting procedures to ensure compliance with organizational and legal standards.
- Continuously assess and improve the efficiency of vetting processes, ensuring a seamless candidate experience.
- Prepare relevant SOP for use by HR across the Agency.
- Act as a primary point of contact for candidates during the vetting and reference processes, addressing questions and concerns with professionalism.

Recruitment Project Management:

- Collaborate with the HR team to manage recruitment campaigns, such as high-volume hiring initiatives or seasonal recruitment efforts.
- Develop timelines and project plans for recruitment initiatives, including for recruiting under emergencies, while alignment with organizational priorities and deadlines.
- Cooperate with Hiring managers with an aim to strengthen and improve client service.

HR Systems and Tools (Recruitment-Focused):

- Support the implementation and optimization of applicant tracking systems (ATS) and other recruitment tools to enhance hiring efficiency.
- Assist in training HR staff and hiring managers on recruitment systems, ensuring accurate and consistent usage of tools.
- Perform any other duties as may be assigned.

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 (Master's or equivalent) from an accredited educational institution in Human Resources, Business Administration, or a related field is required.

Certification in Human Resources (e.g., PHR, SHRM-CP) or Talent Acquisition certifications (e.g., AIRS, LinkedIn Recruiter certification) is desirable.

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

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

- At least 2 years of relevant experience in human resources management, recruitment or talent acquisition, with a solid understanding of recruitment processes and best practices
- Experience with applicant tracking systems (ATS) and other recruitment technologies.
- Knowledge of reference and background checking processes, and an understanding of compliance requirements.

Key Competencies of the assignment:

(Indicate technical knowledge, professional/language skills)

- Planning and Organizing
- Applying Technical Expertise
- Coping with Pressure and Setbacks
- Relating and Networking
- Creating and Innovating

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.)

On-the-job training, along with relevant courses planned by the Agency for 2020, will include topics such as Ethics, Change Management, Interpersonal Skills, and Emotional Intelligence. Other learning activities will be provided by the Head of the Recruitment Section and the team on a day-to-day basis, through coaching, mentoring, and shadowing colleagues. This approach will enable

the JPO to maximize their understanding of the Agency as a whole, particularly in HR, with a focus on recruitment for international posts across its five fields of operation (West Bank, Gaza, Jordan, Lebanon, and Syria) and area posts at Headquarters in Amman. Consequently, the JPO will gain sufficient exposure to HR policies, rules, and regulations related to recruitment.

The JPO will learn the recruitment process from A to Z, as well as the various stakeholders they will interact with. They will enhance their communication and networking skills, learn outreach and talent management techniques, and participate in the initiation of a new e-recruitment system in 2020 with enhanced features to attract qualified candidates. Additionally, they will contribute to the Agency's efforts to achieve gender parity in senior-level positions by reaching out to talented female candidates.

The orientation briefings upon arrival at the duty station will focus on:

1. Understanding UNRWA and its work, as well as the structure at HQ and in the fields.
2. Expectations from management and the section in particular.
3. The values of the UN, including ethics, integrity, and impartiality.
4. Security and safety.
5. The importance of transparency and confidentiality in recruitment.
6. A detailed understanding of duties and responsibilities.

Upon completion of the assignment, the JPO will have a clear and comprehensive understanding of recruitment and HR within the Agency.

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.)

UNRWA, the largest United Nations operation in the Middle East with over 30,000 staff working across five areas of operation. The mission of UNRWA is to help Palestine refugees achieve their full potential in human development under the difficult circumstances in which they live. In line with this mission, the Agency works towards five strategic outcomes: (a) Palestine refugee rights under international law are protected and promoted; (b) Palestine refugee health is protected and disease burden is reduced; (c) school-age children complete quality, equitable and inclusive basic education; (d) Palestine refugee capabilities are strengthened for increased livelihood opportunities; and (e) Palestine refugees are able to meet their basic human needs of food, shelter and environmental health. UNRWA is funded almost entirely by voluntary contributions from UN member states, regional bodies, business foundations and individual contributions.

This role will provide the JPO with the opportunity to assist in the hiring and recruiting of highly qualified staff to support the goals and strategic outcomes described above through working closely with a dynamic team in the Recruitment Section.

The Recruitment Section consists of 2 international staff and 7 area staff as well as on occasion interns and volunteers. It is part of the HR Operational Services Division which employs staff in area personnel and international personnel as well as complementary personnel. The majority of staff work at HQ Amman and some at HQ Gaza. HROSD is part of the HR Department which has also a Division on Planning and Policy and a Section on Classification and Compensation. HR aims to continue providing efficient and effective high-quality support to all programmes and operations Agency-wide

UNRWA is solely funded through voluntary contributions from donor countries, which is a yearly challenge for the Agency, especially when some of its areas of operation face crisis or conflict. Thus having dire conditions on the ground throughout the region for Palestine refugees and UNRWA and increased demands for critical services and increased workforce.

VII. Information About Living Conditions at the Duty Station:

(Indicate briefly the main characteristics of the place of assignment)

Amman, Jordan, will be the regular place of residence, and the candidate may be required to travel between UNRWA's fields of operation.

The Hashemite Kingdom of Jordan, located in the Middle East, features a diverse landscape. It shares borders with 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. Jordan experiences a temperate climate, with dry summers where temperatures can reach 35°C, and colder winters where temperatures occasionally dip slightly below freezing.

Amman, the capital city, is home to over four million residents and is known for its peaceful atmosphere. The local population is welcoming to visitors, and services such as banking, transportation, healthcare, and communications are easily accessible. While Arabic is the official language, English is widely spoken, especially in Amman. The road network is extensive and well-maintained, though public transportation within the city is limited. Taxis are affordable and readily available.

Amman offers a range of modern amenities, including shopping malls, restaurants, gyms, and cinemas. There are numerous housing options, though many expatriates prefer certain neighborhoods that offer a variety of services and amenities. It's worth noting that living costs in Amman have risen in recent years.

In terms of security, Amman is considered safe, with no significant threats. The city is modern, large, and well-served by Queen Alia International Airport (QAIA), which offers direct flights to many capital cities. According to the UN Department of Safety & Security (UNDSS), Jordan is classified as a family duty station (category A hardship). Amman is also home to several attractions, including the Roman Amphitheatre, The Citadel, the Royal Automobile Museum, Old Downtown, and Rainbow Street.

Approved by:

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