

## TERMS OF REFERENCE

### Junior Professional Officers (JPO)

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

I. General Information:

**Title:** Associate Learning Programme Monitoring & Evaluation Officer (P2)

**Sector of Assignment:** Human Resources Department

**Country:** Jordan

**Location (city):** Amman

**Agency:** UNRWA

### II. Supervision:

**Name of Supervisor:** Angelika Siaw

**Title of Supervisor:** Staff Development and Training Manager

#### Content and methodology of supervision:

- **Welcome Meeting (Week 1):** Introduction to UNRWA's mandatory learning programs, providing guidance and support for completing the required online courses.
- **Formal Planning Meeting (Week 2):** Collaboratively establish SMART goals upon commencing duties.
- **Quarterly Milestone Meetings:** Review progress against SMART goals, discussing successes and challenges, and determine if any adjustments to work planning are necessary.
- **End-of-Cycle Reflection and Appraisal Meeting:** Conducted as part of UNRWA's performance management processes to evaluate overall performance.
- **Weekly Meetings with the HR WELL Team:** Regular progress reviews with a dedicated team of three.
- **Bi-Monthly Meetings with the Supervisor:** Scheduled check-ins to discuss ongoing tasks and address any concerns.
- **Ad Hoc Meetings:** Available upon request to address specific needs or issues.
- **Ongoing Informal Dialogue:** Encouragement of continuous communication to foster collaboration and support.

### III. Duties, Responsibilities and Output Expectations:

#### Year One:

- Complete all six mandatory online training modules during the first week of arrival.
- Review existing monitoring and evaluation practices and establish collaborative relationships with Staff Development Officers and other colleagues who contribute to learning data collection (7.5%).
- Develop a monitoring and evaluation strategy for UNRWA's annual entity learning plan (10%). This includes identifying the tools and milestones for data collection and reporting. Present the proposed strategy to the UNRWA HR Director and the Staff Development Officer Community of Practice. Integrate feedback and pilot the strategy, assessing its functionality quarterly and making improvements as needed.
- Implement the Monitoring and Evaluation Strategy by collecting the required data (70%) according to the identified KPIs and monitoring milestones. Prepare monthly and quarterly visual reports.
- Prepare reports (5%) on a monthly, quarterly, and annual basis, including a summary of successes, challenges, and recommendations.
- Knowledge-share essential M&E skills and best practices (7.5%) by conducting 3-4 mini workshops a year, both within HR and among the community of Learning and

Development Officers.

#### Year Two:

- Fine-tune/adapt the M&E strategy (5%).
- Develop and implement impact assessment frameworks for LEAP and succession planning (15%).
- Implement the M&E Strategy for the remaining components of the entity learning plan by collecting the required data (60%) according to the identified KPIs and monitoring milestones. Prepare monthly and quarterly visual reports.
- Facilitate knowledge-sharing and capacity building for essential M&E skills and best practices across UNRWA (15%).
- Prepare a comprehensive lessons learned/end-of-assignment report (5%) summarizing successes, challenges, and recommendations.

#### IV. Qualifications and Experience:

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**Education:** An advanced (Master's) degree from an accredited educational institution in Adult Education, Human Resources, or related fields.

**Experience:** 2-3 years of relevant experience, preferably in Monitoring and Evaluation within the context of learning evaluation and/or data presentation.

**Language:** Fluency in English, both written and verbal.

#### Key Competencies of the assignment:

*(Indicate technical knowledge, professional/language skills)*

- Fluency in English required (written and verbal)
- Skills in data analytics and data story telling (visual data presentation)
- Knowledge of M&E in the context of workforce capacity building and learning
- Good level of proficiency in MS Windows Excel
- Sound competencies in: Planning and Organizing, Communication Skills, Teamwork
- Some Power BI experience desirable

#### V. Learning Expectations:

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

- Explain the UNRWA mandate, competency framework and the importance of neutrality and accountability in the field of UNRWA's humanitarian and protection work
- Develop complex and wholistic Learning Impact Assessment Frameworks for UNRWA flagship programs, including multiple assessment methodologies
- Apply M&E methodologies to workforce succession planning and monitoring compliance on mandatory learning
- Identify challenges and potential solutions to implementing M&E in conflict and agile VUCA (volatile, uncertain, complex, ambiguous) environments
- Deliver visually attractive and accurate reports on learning outcomes and compliance of UNRWA personnel with mandatory learning, thus supporting internal and external accountability reporting processes
- Explain and apply evaluation principles in the context of the United Nations and humanitarian work
- Knowledge-share M&E skills within and beyond UNRWA's Human Resource department

*Upon completion of the assignment, the JPO will have gained experience in –*

- Capacity building for UNRWA's work force and reporting back on the impact of learning programmes
- Preparing visually attractive reports for internal and external monitoring mechanisms and

for donors

- Preparing reports covering a significant geographic spread and for a work force of 30,000 personnel
- Effective learning methodologies and facilitation skills for knowledge sharing
- Tailoring M&E reports to the needs of the intended target audience

## **VI. Background Information:**

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UNRWA conducts annual learning needs assessments in the last quarter of the year to prepare its next years' entity learning plan. This process is completed in collaboration with the entity's multiple departments and with Staff Development Officers in Amman HQ, Amman Field Office and Field Offices in Syria, Lebanon, West Bank and Jordan.

Consolidating, and reporting on the implementation of training - in particular mandatory learning - in several regions of the Middle East and for a staff of 30,000 is a complex process, made more challenging by the current volatile and uncertain war situation, and staff in Gaza, West Bank and Lebanon serving UNRWA under very difficult circumstances. To succeed, a focused approach and close collaboration and consultation with colleagues in the field will be required.

2024 was a year of numerous challenges, which resulted in increased demands for transparency and reporting by governments which support UNRWA. The Colonna report, in the aftermath of public scrutiny, resulted in an action plan to urgently implement its recommendations. This requires UNRWA to further scale up its M&E and reporting to the highest standards possible so the organization can comprehensively report to member states. Furthermore, the organization needs to ensure that all personnel is comprehensively trained on neutrality, transparency and ethics, including field staff who do not have access to laptops or who lack IT literacy.

2024, was also the year when UNRWA launched its hybrid six months' leadership capacity building programme (LEAP – the Leadership Excellence and Accountability Programme) for its senior area staff across all fields of operations. The first cohort is currently rolled out and the programme will be scaled up in 2025. The programme aims to enhance capabilities to become gender-responsive, to strengthen accountability and to drive operational excellence. The outcome and impact of this programme will also need to be accurately reported to the Government of Japan, who sponsored this initiative.

The LEAP programme is currently implemented with the support and involvement of the United Nations System Staff College (UNSSC). Within HQ Amman, the WELL-Team of the Human Resources Division supports the logistics of implementation. In the future, UNRWA aims to implement a Training of Trainers programme, so that LEAP can be implemented cost-effectively at the regional level. This flagship learning initiative will also require ongoing monitoring and evaluation.

The WELL team works under the supervision of the Staff Development and Training Manager and the overall guidance of the Director of Human resources. The team is composed of one international and two national staff at the Headquarters level, but it also interfaces with Staff Development Officers in each field location.

## **VII. Information About Living Conditions at the Duty Station:**

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Amman is a family duty station, category A duty station, overall safe and with good infrastructure.

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.

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**Approved by:**

**Name:** Kevin St.Louis

**Title:** Director of Human Resources, Ad Interim

**Duty Station:** Amman, Jordan

**Agency/Unit:** UNRWA, Human Resources Department (HRD)

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**Duty Station:** Amman, Jordan

**Agency / Unit:** UNRWA, Human Resources Department (HRD)

**Date of Submission:** 23 October 2024