

TERMS OF REFERENCE

Junior Professional Officers (JPO)

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

I. General Information:

Title: Associate Conflict Resolution Officer

Sector of Assignment: Office of the Ombudsman for UNRWA

Country/Duty Station: Jordan/Amman

Location (city): Amman

Agency: UNRWA

II. Supervision:

Name of Supervisor: Joanna Paul

Title of Supervisor: Regional Ombudsman

Content and methodology of supervision:

Ongoing meetings and feedback with supervisor, as needed. Establishment of workplan (Q1). Mid-point review (Q2). Interim appraisal against workplan (Q3). Final appraisal (Q4).

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)

- Assist in providing impartial, independent, and informal support to staff members and other personnel in addressing workplace concerns, including through mediation, facilitated conversations and/or group interventions.
- Explore with staff members and other related personnel their options and the different avenues open to them, taking into account the rights and obligations existing between the Organization and staff members or other personnel when required.

[65%]

Participate and/or conduct presentations and workshops to increase awareness of informal resolution services as well as to enhance conflict competence and focus on skills to prevent or better manage conflict.

- Participate in regularly planned and ad hoc outreach visits to field offices to provide on-site conflict resolution services.

[15%]

- Research, Identify, analyse, and interpret information for trends or patterns to identify policies, procedures and practices that cause tension or conflict and participate in analysing the trends. Prepare and participate in presentations of analysed data to Senior Managers.
- Participate in drafting periodic activity reports for the Office of the Ombudsman and Mediation Services, providing analyses of systemic issues and their root causes.

[10%]

- Record gender-related information and trends from internal and external source and support the strengthening of data collection, analysis and reporting on gender related matters and, where relevant, provide inputs on the drafting of communication and advocacy materials.
- Perform other duties as assigned by the supervisor.

[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 (Master's degree or equivalent) from an accredited educational institution in conflict resolution, law, administration, management, human resources, social sciences, or related area is required. A first-level university degree in combination with two additional years of qualifying experience may be accepted in lieu of the advanced university degree.

Key Competencies of the assignment:

(Indicate technical knowledge, professional/language skills)

Required Competencies

- Planning and Organisation.
- Relating and Networking
- Deciding and Initiating Action

Minimum Experience

- A minimum of 2 years of progressively responsible experience in conflict resolution, legal, managerial, human resources or related area is required with relevant experience at an international level outside of the candidate home country, country of residence and country of citizenship.
- Experience in alternate dispute resolution is desirable.
- Experience working with conflict resolution issues arising in field locations is desirable.
- Experience in conducting outreach activities is desirable.
- Experience in conducting research and collecting and analysing data is desirable.

Languages

- Fluency in oral and written English required.
- Fluency in oral and written Arabic highly desirable.

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 completion of the assignment, the JPO will be able to:

- Provide informal dispute resolution services for work-related conflicts.
- Mediate and facilitate settlement of work-based disputes.
- Coach individuals on effective conflict management strategies in the workplace.
- Offer or support conflict competence coaching for UNRWA personnel.
- Assist with or lead outreach activities in the field.

Following an orientation on informal conflict resolution services and continuous coaching from the Ombudsman and other staff during the first three months, the JPO will be able to independently schedule appointments, both in person and online, with UNRWA personnel across all operational areas, under the Ombudsman's supervision.

Within three months, the JPO should begin to develop a network of colleagues throughout UNRWA to collaborate with as needed for case resolution.

After six months, the JPO will take on more complex cases, including participation in co-mediations.

Following the first year, based on progress, additional training will be provided to further enhance the JPO's skills and capacity.

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 current team working under the Regional Ombudsman is currently being established. The JPO will have the opportunity to be a part of the new team. We currently have one consultant Conflict Resolution Officer (local) based in Lebanon. Depending on funding, we hope to extend the team to around 6 persons over the coming months (1 Ombudsman, 2 local Conflict Resolution Officers, 1 international Conflict Resolution Officer, 1 JPO, 1 Admin Support).

VII. Information About Living Conditions at the Duty Station:

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

- **Location:** The Hashemite Kingdom of Jordan is strategically located in the Middle East, covering a diversity of landscapes. 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.
- **Weather:** The weather in Jordan is not too extreme. Summer is dry, with temperatures regularly reaching 35 degrees centigrade. The winter is colder with temperatures often dropping to freezing point. Amman is hot and sunny from May to October with cool, pleasant evenings, whereas winters are rainy with occasional short snowfalls.
- **Safety and Security:** Jordan is a relatively stable country. The potentials for internal or external armed conflict are considered very unlikely in the current political environment. Peaceful demonstrations, and sometimes road blockages, do occur in Jordan motivated by domestic factors such as unemployment, deprivation of resources and development or for regional issues such as solidarity with the Palestinian cause or with the Syrian crises. Most of these events are driven by civil society unions and Islamic parties. Domestic tribal civil unrest sometimes turning violent especially outside the main cities due to tribal disputes or socio-economic reasons. On all occasions, law enforcement agencies usually manage to contain the situation. Road traffic accidents are the primary threat against UN personnel in Jordan. Poor road conditions and bad driving behaviours are the main reasons for the high rate for traffic accidents. Amman is a category A duty station with security level 1.
- **Transportation:** Taxis are abundant and readily available in Amman. Public minibuses are the most common form of public transport. They normally only leave when full, so waiting times of an hour or more are inevitable, especially in rural areas. The larger air-con buses offer a speedy and reliable service, departing according to a fixed schedule.
- **Health Services:** Medical facilities are generally good, particularly in Amman where there are several modern, well-equipped public and private hospitals. Many doctors speak English; many have studied abroad.
- **Language:** The official language of Jordan is Arabic, but English is widely spoken – especially in the cities. Many Jordanians have travelled or have been educated abroad so French, German, Italian and Spanish are also spoken, but to a lesser extent.

Approved by:

Name: Joanna Paul

Title: Regional Ombudsman

Duty Station: Amman, Jordan

Agency / Unit: Office of the Ombudsman for UNRWA

Submitted by:

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Joanna Paul

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Regional Ombudsman

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Amman, Jordan

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Date of Submission: 29 September 2024