

## TERMS OF REFERENCE

### Junior Professional Officer (JPO)

Please indicate if this ToR supersedes a previously submitted ToR: Yes

#### I. General Information:

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**Title:**

Associate Humanitarian Affairs Officer

**Sector of Assignment:**

Humanitarian Planning and Response

**Country:**

Jordan

**Location:**

Amman

**Agency:**

United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA)

#### II. Supervision:

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**Name of Supervisor:**

Ana Nikonorow

**Title of Supervisor:**

Senior Emergency Officer

Content and methodology of supervision:

1. Weekly one-on-one meetings to review progress and address challenges.
2. Monthly feedback sessions to assess performance against established work plans and goals.
3. Ongoing guidance and support on daily tasks, with formal mid-year and end-of-year performance evaluations.

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

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UNRWA is currently managing humanitarian programmes in all of its fields of operation, responding to a range of humanitarian needs resulting from multi-layered protracted crises and sudden onset emergencies in Gaza, the West Bank, Lebanon, Syria and Jordan.

Within UNRWA, the Department of Planning is responsible for emergency planning and programming, and the mainstreaming of emergency principles across the Agency. These responsibilities, discharged under the management and oversight of the Department of Planning Senior Emergency Officer, include:

- The development of emergency policies and procedures, including contingency and business continuity plans and the coordination and management of simulation exercises involving Headquarters Departments and Divisions, and Field Offices.
- Supporting the UNRWA Executive Office in coordinating emergency response to sudden on-set crises.
- Supporting field offices in building and maintaining preparedness and emergency response capabilities.
- The development of humanitarian appeals (oPt and Syria, Lebanon and Jordan) for protracted refugee crises as well as sudden onset emergencies.
- Ongoing monitoring and evaluation of emergency and flash appeals to inform decision making on allocations and priorities for fundraising and the preparation of semi-annual and annual emergency / flash appeal progress reports.

In this environment, in close cooperation with Headquarters Programmes and Field Offices, the JPO will:

**A. Humanitarian Response Planning (60%):**

- Support the Senior Emergency Officer in the development of UNRWA annual emergency planning (oPt and Syria, Lebanon and Jordan) and appeals that respond to ongoing or acute crises.
- Conduct / consolidate analyses of emergency-related trends (including the monitoring of relevant risk indicators) and their possible implications on programmes and operations.
- In coordination with relevant fields and headquarters departments and divisions, support the mainstreaming of gender and disability analysis into emergency / flash appeals and related documents, ensuring that the differing needs of women, girls, men, boys, persons with disabilities and other vulnerable groups are described and, where possible, addressed through tailored responses.
- Support the Senior Emergency Officer in the development of semi-annual emergency / flash appeal progress reports. The incumbent will coordinate with UNRWA field offices on the collection / quality assurance of data and other information against pre-established performance indicators, documenting progress achieved by intervention during the reporting period.
- Assist the Senior Emergency Officer with ongoing monitoring of emergency response, to support decision making.

**B. Emergency Management Support (40%):**

- Support the Senior Emergency Officer to maintain systems, structures and processes for emergency preparedness and response.
- Assist in the development of Agency-wide and field-level emergency management and response guidelines.
- Support the Senior Emergency Officer in the organization and implementation of simulation exercises at the field and headquarters levels, as needed, to test contingency plans and emergency response procedures. Support the collection and systematization of lessons learned exercises following such exercises.
- Assist the Senior Emergency Officer in his/her secretariat functions of relevant internal Crisis / Emergency Task Forces.
- Undertake field deployments in emergencies, as requested.

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**IV. Qualifications and Experience:****Education:**

Master's degree or equivalent from an accredited educational institution in social or behavioural science, development studies, peace studies, public or business administration or a related field.

**Work Experience:**

At least two years of professional experience, preferably at the international level, in the areas of humanitarian assistance and/or development programming and/or programme management / coordination.

**Key Competencies of the assignment:**

- Strong interpersonal, negotiation and communications skills, with proven ability to work in teams comprising individuals from diverse backgrounds
- Excellent coordination, research and writing skills
- Strong organisational and time management skills
- Good judgment and decision-making skills
- Ability to produce high-quality outputs efficiently and effectively under tight deadlines and manage multiple tasks simultaneously
- Ability to be creative and strategic for effective planning, problem solving and decision making

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**V. Learning Expectations:**

Upon completion of the assignment, the JPO will have:

- Developed a deep understanding of different aspects of multi-sectoral response in humanitarian emergencies
- Contributed to the development of the Agency's emergency planning and appeals
- Contributed to strengthen Agency-wide emergency management policies and practices
- Developed familiarity with all aspects of strategy development and strategic planning in relation to UNRWA's humanitarian activities

- Gained an in depth understanding of the aid architecture in UNRWA's areas of operations

## **VI. Background Information:**

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UNRWA operates in five fields (Gaza, West Bank, Syria, Lebanon, and Jordan), providing critical humanitarian assistance to an eligible registered population of over six million Palestine refugees. The Associate Humanitarian Affairs Officer (JPO) will be based in Amman HQ, supporting emergency operations and coordination across all fields. UNRWA's humanitarian programs focus on health, education, food security, shelter, and protection, with an emphasis on rapid, resilient and accountable emergency response.

Amman HQ houses key units responsible for the provision of programmatic guidance and support in managing field operations, with the JPO playing an integral role in supporting cross-field humanitarian planning and response efforts.

The JPO will work within the emergency team of the Department of Planning, collaborating with international and area staff to ensure UNRWA's humanitarian response aligns with international standards and is responsive to the needs of Palestine refugees. UNRWA's Department of Planning provides coordination and technical support for the Agency's fields of operations and programme and support departments and divisions. It serves as a focal point for policy, strategy development and quality assurance. In addition, the Department of Planning leads in the development of a number of priority issue areas including the programme / project cycle management methodology, results based management, emergency planning, emergency response and risk management, programmatic partnership support and efforts to strengthen the Agency's capacity for strategic planning, integrated programme and project monitoring and results reporting.

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

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Amman is a stable family duty station for international staff, with modern amenities, high-quality healthcare, and international schools. While Jordan remains politically stable, its proximity to regional conflicts requires a heightened awareness of security protocols. The city offers a vibrant cultural life and a mix of modern and traditional lifestyles.

**Approved by:**

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**Name:**

Edwin Berry

**Title:**

Acting Director, Department of Planning

**Duty Station:**

Amman, Jordan

**Agency / Unit:**

Department of Planning

**Email:**

[e.berry@unrwa.org](mailto:e.berry@unrwa.org)

**Date of submission:**

13 October 2024

**Submitted by:**

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**Name:**

Ana Nikonorow

**Title:**

Senior Emergency Officer

**Duty Station:**

Amman, Jordan

**Agency / Unit:**

Department of Planning

**Email:**

[a.nikonorow@unrwa.org](mailto:a.nikonorow@unrwa.org)

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