

TERMS OF REFERENCE

Junior Professional Officers (JPO)

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

I. General Information:

Title:

Associate Change Management Officer, P2

Sector of Assignment:

Executive Office

Country:

Jordan

Location:

Amman

Agency:

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

II. Supervision:

Name of Supervisor:

Gavin Roy

Title of Supervisor:

Director of Strategic Positioning and Change

Content and methodology of supervision:

Fortnightly one-to-one sessions with his/her supervisor, supported by a detailed work plan that will be elaborated within 2 months of the JPOs arrival. Formal review of the work plan and performance will take place every six months, in line with standard UNRWA performance review processes. The Executive Office convenes team meetings on a weekly basis. The JPO will have daily interactions with his/her supervisor.

III. Duties, Responsibilities and Output Expectations:

The Associate Change Management Officer provides support and assistance to the Director of Strategic Positioning and Change in the day-to-day management and coordination of Agency-wide strategic change initiatives. This encompasses a variety of functions and tasks, including supporting change management vision and direction; intra-agency coordination; project management; internal stakeholder engagement; and advocacy and external stakeholder engagement.

A. Coordination (40%):

- Supports the effective and efficient coordination of change management initiatives in the Agency, ensuring all change initiatives are in line with overall strategic direction and are implemented on schedule.
- Acts as secretariat to and contribute to specific Agency working groups or taskforces established to oversee development and implementation of change initiatives. As requested, support specific departments within the Agency on implementation of change-related actions.
- Undertakes research on specific change related areas with the aim of supporting the Agency in undertaking initiatives that are in line with global best practice.

B. Project Management (30%):

- Monitors overall implementation progress of change initiatives in the Agency, taking necessary action and supporting decision-making to improve performance;
- Develops monitoring and reporting frameworks for implementation and oversight of Agency change initiatives.
- Develops and supports oversight of change initiative budget.
- Supports development of risk management and resistance management tools related to change management.

C. Communications (30%):

- Develops and implements communication strategies linked to overall Agency change management strategies and workplans.
- Develops specific and targeted internal communications activity to ensure greater understanding and buy-in from staff on change initiatives.
- In cooperation with the External Relations and Communications Department supports development of external communications and advocacy material related to communications.
- Leads on all internal and external reporting requirements related to UNRWA change initiatives.

IV. Qualifications and Experience:

Education:

Master's degree or equivalent from an accredited educational institution, in public policy / management / planning, law, organizational development, business administration or a related field.

Work Experience:

At least two years of professional experience, preferably at the international level, in the areas of coordination, communications, programme management / support, planning and/or research.

Key Competencies of the assignment:

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

V. Learning Expectations:

Upon completion of the assignment, the JPO will have:

- Developed a deep understanding of all aspects of strategy development and strategic change management in relation to supporting organisational growth of a large international organization.
- Contributed to the development and implementation of a series of strategic change-related initiatives aimed at strengthening UNRWA and the services provided to Palestine refugees.
- Developed strong project management skills
- A sound understanding of UNRWA's mandate, work, organisational structure and operating environment and an understanding of the broader UN reform agenda and how UNRWA can contribute to it.
- Gained an in depth understanding of the required approaches, skills, and competencies to effectively steer and coordinate change management initiatives within UN entities.

VI. Background Information:

UNRWA's Executive Office is responsible for supporting the Commissioner-General and Deputies Commissioner-General in effectively leading the organization. This include leading and sustaining change Agency-wide, managing high-level strategic decision-making, being a catalyst for cooperation Agency-wide and managing sensitive issues and diverse risks deriving from both the external and internal environment. UNRWA has recently undertaken a number of management reforms to improve overall effective management functions in the Agency and has prioritized modernization of Agency services and functions under its new 2023-2028 Strategic Plan. The Director of Strategic Positioning and Change, situated in the Executive Office, provides senior leadership support to change initiatives, both in respect of internal organisational development as well as how best the Agency can position itself to meet overarching challenges it faces. The JPO position will be a key team member to support development and implementation of specific

change initiatives led by the Executive Office. The position will be based in Amman, Jordan. Missions to other fields of operations might be required.

VII. Information about Living Conditions at the Duty Station:

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.

Approved by:

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