

TERMS OF REFERENCE

Junior Professional Officers (JPO)

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

I. General Information:

Title: Executive Support Officer

Sector of Assignment: Executive Office of the Commissioner-General

Country: Jordan

Location (city): Amman

Agency: UNRWA

II. Supervision:

Name of Supervisor: Nathalie Stanus

Title of Supervisor: Deputy Chief of Staff

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 incumbent will be integrated into the daily work of the Executive Office and will thus need to coordinate work with the supervisor as well as with the broader Executive Office team. The Executive Office convenes team meetings on a weekly basis. The JPO will have daily interactions with his/her supervisor. The supervisor will provide general guidelines within which the incumbent will operate with a level of independence while reverting for advice and guidance when required.

The supervisor will meet with the incumbent on performance feedback every 6 months, in accordance with the Agency's performance appraisal and evaluations system. In addition, the supervisor will provide ongoing feedback and guidance, as needed.

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 Executive Support Officer provides comprehensive support and assistance to the Executive Office responsible for supporting the Commissioner-General and Deputies Commissioner-General in effectively leading the organization. The Executive Office encompasses a variety of functions and tasks, including vision and direction; organizational design and change; governance and decision-making; policy and practice; crisis and risk management; operational oversight; internal stakeholder engagement and coordination; advocacy and external stakeholder engagement.

The Executive Support Officer will:

1. **Executive planning and crisis management:** Assist in the design, implementation, and monitoring of strategic projects and initiatives, including special Commissioner-General and deputies Commissioner-General's projects. Collaborate with relevant departments to ensure alignment with organizational goals. Support the follow up on the implementation of decisions and other matters referred by the Executive Office (EO) to the rest of the Agency and support executive crisis management (financial, reputational, etc) (30%)
2. **Research and Analysis:** Conduct thorough research and provides advice on relevant topics, including regional political and social issues, operational and policy matters, development and humanitarian assistance, humanitarian principles, to inform policy decisions and strategic planning. Provides substantive and analytical input in the preparation of position papers and reports; prepares various written outputs for the

- Executive Office, e.g. policy statements, briefing notes, background papers, analysis, substantial sections of reports and studies, talking points; correspondence; inputs to publications, etc (20%)
3. **Internal Coordination of the EO:** Assist in streamlining and improving internal working processes and knowledge management within the EO; support in enhancing coordination and timely information flow to, from and within the EO, including ensuring effective communication and collaboration; contributes to the functioning of systems for monitoring and improving the execution of tasks and follow-ups within the EO; assists in tracking and following up on issues raised by internal stakeholders to the EO. (20%).
 4. **Executive Meetings:** Support the secretariat functions of the Senior Management Team and the Executive Advisory Group. Provides substantive support to meetings, conferences, events etc., including proposing agenda topics, identifying participants, preparation of documents and presentations, talking points and briefing notes, preparing notes for the record and coordinating follow up as needed; (20%)
 5. Performs other duties, as assigned by senior staff in the Executive Office. (10%)

IV. Qualifications and Experience:

Education (only Master's degree or equivalent):

Master's degree or equivalent from an accredited educational institution, in political science, public administration, laws, social sciences or related field

Work experience:

At least 2-3 years of professional work experience, preferably at the international level, in the areas of coordination, policy, communication, project management/support, crisis/risk management and/or research.

Key Competencies of the assignment:

(Indicate technical knowledge, professional/language skills)

- 1- Ability to establish and maintain effective working relations in a multi-cultural, multi-ethnic environment with sensitivity and respect for diversity.
- 2- Positive attitude and strong analytical, interpersonal and communication skills.
- 3- Proven ability to independently plan, organize, and prioritize own work, work well under tight deadlines and handle multiple concurrent activities.
- 4- Proven ability in drafting and editing in English, particularly in analytical writing, report writing, minutes, and written communication on policy, operational and organizational development matters.
- 5- Proven ability to exercise initiative and resourcefulness necessary for prioritizing and completing multiple activities whilst maintaining a high-quality work product.
- 6- Ability to develop clear goals and identify priority activities and assignments.
- 7- Well-developed organizational skills.

Language:

Excellent command of spoken and written English; must be able to draft and edit in English at a high professional level.

Desirable qualifications:

- Working knowledge of Arabic language is considered an asset.
- Knowledge of contemporary political and social issues of the Middle East.

V. Learning Expectations:

Upon completion of the assignment, the JPO will have a solid foundation for understanding the functioning of a UN agency and will be equipped with essential skills for a successful career in international humanitarian, development and diplomatic work.

The JPO will be extensively exposed to UNRWA operations in its five fields (Lebanon, Jordan, Syria, Gaza and West bank, including East-Jerusalem) and gain a unique insight into the day-to-day management of one of the largest UN Agency in the Middle East as well as the socio-economic, protection and political environment in which it operates. The JPO will learn about the processes involved in executive decision-making; develop skills in program and project management, aligning these with the agency's strategic priorities; improve abilities in drafting compelling reports, briefing notes, and presentations for senior management and external stakeholders, ensuring clear and effective communication of complex information; gain knowledge of crisis management strategies; develop an awareness of cultural sensitivities preparing for engagement in diverse international contexts.

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 United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA) was established by the UN General Assembly in 1949. It is mandated to provide assistance and protection to approximately 6 million registered Palestine refugees. UNRWA operates in Jordan, Lebanon, Syria, the West Bank (including East Jerusalem), and the Gaza Strip. The agency delivers a wide range of services, including education, healthcare, relief, social services, camp infrastructure improvements, microfinance, and emergency assistance. UNRWA has been instrumental in advancing the human development of generations of Palestine refugees, one of the region's most vulnerable populations. In addition to providing essential services, the agency advocates for the rights and dignity of Palestine refugees, playing a key role in supporting their well-being until a durable solution to their situation is achieved. UNRWA is the largest UN operation in the Middle East and is almost entirely funded through voluntary contributions.

Today, the Agency is at a critical time, facing humanitarian crisis in 4 out of the 5 fields in which it operates. In Gaza, UNRWA is the backbone of the international humanitarian response. In Lebanon, the West Bank and Syria, the Agency provide critical support to refugees affected by violence and conflict. The Agency also faces financial challenges and widespread political attacks on its mandate. Still, the Agency continues to deliver on its mandate and to contribute, through its services, to the stability of the region. It does so thanks to the commitment and dedication of over 30,000 staff, most of whom are Palestine refugees.

The JPO will join a small but very dynamic team of internationally and locally recruited staff. The Executive Office (EO) is responsible for providing support to the Commissioner-General and Deputies Commissioner-General in executive planning, formulation and coordination of all aspects of UNRWA management. The EO oversees field offices, representative offices in Brussels, Cairo, New York and Washington D.C, HQ programs and operational support departments.

VII. Information About Living Conditions at the Duty Station:

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

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 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:

Name: Ben Majekodunmi

Title: Chief of Staff

Duty Station: Amman

Agency / Unit: UNRWA, Executive Office

Submitted by:

Name: Nathalie Stanus

Title: Deputy Chief of Staff

Duty Station: Amman

Agency / Unit: UNRWA, Executive Office

Date of Submission: 23 October 2023