

## TERMS OF REFERENCE

### Junior Professional Officers (JPO)

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

#### I. General Information:

Title: Associate Information Management Officer, P2

Sector of Assignment: Risk Management Unit, Executive Office.

Country: Jordan

Location (city): Amman

Agency: UNRWA

#### II. Supervision:

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Name of Supervisor:

Dominika Abidi

Title of Supervisor:

Risk Management Officer

#### Content and methodology of supervision:

Bi-weekly meetings to review progress, supported by a detailed workplan that will be elaborated within the first month of the JPO arrival. Formal review of the workplan and performance will take place every 6 months, in line with UNRWA's approach to performance review.

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

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The Associate Information Management Officer is part of a newly established UNRWA Risk Management Unit that is driving UNRWA's systemic approach to managing risk. The incumbent plays a central role in digitalising UNRWA's approach to risk management including recording, oversight and analysis. This encompasses a range of tasks including database maintenance and data management, data analysis and creating and presenting the data in a succinct, powerful format through Power BI dashboards and infographics.

##### SOFTWARE MANAGEMENT (20%)

- Effectively maintain Agency's new risk management software including proactively finding and fixing issues, conducting routine inspections and ensuring optimal performance.
- Suggest and implement changes to accommodate end user's needs and to increase efficiency and usability.

##### DATA MANAGEMENT (20%)

- Oversee the quality of data and ensure its integrity and completeness.
- Maintain, manage and safeguard data in the database.
- Ensure data backup and re-import clean data into the databases regularly.
- Troubleshoot and resolve data management issues.

##### ANALYSIS AND REPORTING (30%)

- Perform data modeling including cleaning transforming and preparing data for analysis.
- Create, maintain and lead the development of powerful dashboard and infographics.
- Support the Risk Management Unit in the analysis of processed data and information and perform data quality and consistency control.

##### COMMUNICATION & COLLABORATION (20%):

- Liaise with UNRWA departments and field offices to ensure that database development, data entry and data extraction methods provide optimum functionality and usability to all stakeholders.
- Coordinate closely with wider Risk Management Unit and wider stakeholders across the agency including the IT department to explore options to integrate risk management

software into other corporate systems and software used by the Agency.

#### CAPACITY BUILDING (10%)

- Provide one-on-one support to components leads and team leaders to improve their data literacy and problem-solving capacity for evidence-driven management.
- Support the delivery of trainings for staff on using the software.

### **IV. Qualifications and Experience:**

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#### Education (only Master's degree or equivalent):

Master's degree in data science, computer science, statistics, economics, or related field with information management and quantitative analysis focus required and at least 2 years of relevant work experience.

Or

Bachelor's degree in data science, computer science, statistics, economics, or related field with information management and quantitative analysis focus required with 4 years of relevant work experience.

#### **Work Experience:**

At least two years of professional experience, preferably at the international level in the areas of information and knowledge management and the use of associated IT systems

#### Key Competencies of the assignment:

##### TECHNICAL KNOWLEDGE AND EXPERIENCE:

- Knowledge and experience with information technology/information management, particularly in systems analysis, database design and programming.
- Advanced user of Power BI.
- Experience in database administration including configuration, updating monitoring, backing up and restoring data.
- Experience in optimizing database performance including identifying and analyzing performance bottlenecks and implementing solutions.
- Experienced in using database systems (SQL and non-SQL) and in writing data queries for analytical purposes.
- Proficient in data modelling including cleaning, transforming and preparing data for analysis.
- Experience with dashboard creation in Microsoft Power BI & other.

##### COMPETENCIES:

- Excellent communicator, able to convey messages to non-technical audiences, with proven ability to work in teams comprising individuals from diverse backgrounds
- Curious analytical mind, actively seeks to improve programme and services, offers new and different options to solve problems or meet stakeholders' needs.
- Excellent troubleshooting and problem-solving skills and ability to handle pressure.
- Interest in organisational risk management is an advantage.

##### LANGUAGE SKILLS:

- Fluency in oral and written English is essential.
- Knowledge of Arabic is an advantage.

### **V. Learning Expectations:**

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

- Contributed to a significant strategic change aimed at enhancing UNRWA's ability to systematically and consistently manage and oversee risks and challenges and deliver support and services to Palestine refugees more effectively.
- Gained a significant experience in digital transformation and strategic change management within a large, multi-country organisation.
- Further developed technical skills and competencies including software and database management, data visualisation and data analysis.

- Built a sound understanding of UNRWA's mandate, work, organisational structure and operating environment.
- Enhanced communication, collaboration and organisational skills including ability to contribute to large project management.

## **VI. Background Information:**

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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

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.

As part of that a new Risk Management Unit, focused on systematising and enhancing UNRWA's approach to risk management has been set up. The Risk Management Unit priorities for 2024 – 2026 are to lay the corporate fundamentals of the risk management system, support teams in embedding the risk management framework in their daily work and enhancing a culture of proactive risk management. The Associate Information Management Officer will support the Risk Unit in key aspects of embedding the risk management framework across the agency by implementing a digital solution to recording and monitoring risks and turning raw risk information into a high-quality reports and visuals that will enhance senior management oversight and support risk informed decision-making. The position will be based in Amman, Jordan. Travel to field offices may be required.

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

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*(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 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:**

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