

TERMS OF REFERENCE

Junior Professional Officers (JPO)

Please indicate if this ToR supersedes a previously submitted ToR:

I. General Information:

Title:

Associate Programme Support Officer, P2

Sector of Assignment:

Programme Support Office

Country:

Jordan

Location (city):

Amman

Agency:

UNRWA, Jordan Field Office

II. Supervision:

Name of Supervisor:

Naoko Kawaguchi

Title of Supervisor:

Field Programme Support Officer, Jordan Field Office (JFO)

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)

Overall supervision will be provided by the Field Programme Support Officer (P-4) for functional planning and coordination on assignments and key tasks. A mid-term (6-month) review of progress against the work plan and annual performance evaluation will be conducted. Further supervision and direction may be provided by the Deputy Director (P-5) of UNRWA Operations, Jordan Field, 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)

As a member of the Programme Support Office, the JPO is assigned various responsibilities depending on the key needs for support of the Agency's programmes: Health, Education, Relief and Social Services, Protection, Infrastructure and Camp Improvement and Microfinance. Those can change during the course of the assignment and according to the interests and skills of the JPO, covering the following list.

1. Assists in planning and management of humanitarian assistance and emergency preparedness, including assessing needs, drafting plans/reports, scheduling/attending working group meetings and conducting reviews, as well as coordinating with other UN Agencies.
2. Assists in grant management and reporting of UNRWA's projects, in line with donor commitments and requirements. Supports the development of a strategic framework for project management and governance.
3. Supports in partnerships and fundraising efforts to obtain maximum benefit and to ensure efficient use of resources in the implementation of programmes and projects. Develops

- project proposals and fundraising tools in line with UNRWA West Bank fundraising strategy, in close collaboration with implementing and fundraising departments.
4. Supports the implementation of UNRWA's specific programmes. Coordinates efforts between/among programmes and support teams, including drafting templates/documents geared towards information sharing, planning regular meetings and creating strategic platforms for reflection. Contributes to decision-making process with special consideration for efficiency and effectiveness and in coordination with external partners.
 5. Contributes to the Monitoring and Evaluation of UNRWA's programme. Updates advocacy material on refugee population, protection issues and UNRWA programmes in the West Bank (such as maps, dashboards, statistical updates etc).
 6. Supports in capacity building of staff in programme planning and monitoring using project cycle management practices, and further supports the West Bank Field in strengthening Programmes, services and activities through project cycle management practices.
 7. Assists in the implementation of reform initiatives, including drafting/revising plans, proposals and reports, coordinating with internal and/or external actor(s).
 8. Performs such other duties as may be assigned.

In order to perform such duties, the JPO undertakes regular field visits across Jordan to evaluate and improve the planning, programming, implementation and monitoring of programmes.

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)

An advanced (master's) university degree from an accredited educational institution in Social Sciences, Development or Humanitarian Studies, Project Management, or any other related discipline.

Work Experience (at least 1 to 2 years relevant work experience):

(Indicate the desired work experience in key areas, if appropriate)

A minimum of two years of work experience in a programme function related to humanitarian and/or development programmes (in a developing country is highly desirable). Experience in project and/or grant management is necessary.

Experience with internal and/or external coordination is an asset.

Experience in working in infrastructure projects, environmental health and/or WASH is an asset.

Knowledge of Middle Eastern politics, culture and history is an asset.

Key Competencies of the assignment:

(Indicate technical knowledge, professional/language skills)

Ability and experience in planning and developing projects including drafting of fundraising proposals;

- Strong analytical skills and ability to think strategically;
- Strong reporting skills;
- Knowledge of project cycle management and logical framework analysis;
- Knowledge of change management and mainstreaming strategies;
- Good understanding and ability to manage all financial aspects of projects/programmes;
- Ability to work both independently and in teams, sensitivity to cultural and gender issues;
- A solid understanding of participatory planning and integrated programming methodologies;
- Familiarity with and a supportive attitude towards processes of strengthening staff capacity;
- Ability to thrive in a fast-paced, multi-tasking environment;
- Excellent written and spoken English; strong communication skills and ability to present issues and recommendations in a clear and concise manner;
- Prior work experience in the NGO sector or United Nations is desirable;

- Working knowledge of Arabic is 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.)

Improved capacity to facilitate change management processes within human development and humanitarian programming;

Improved skills on drafting assessment reports and fundraising proposals;

Improved understanding of UN systems, programmatic issues and complex humanitarian contexts;

Improved knowledge of UNRWA mandate and Palestine refugees issues;

Improved coordination and planning skills;

Improved knowledge of the implementation of large-scale programmes regarding education, health, protection, relief, infrastructure and camp improvement;

On-the-job training and coaching will be given by the Field Programme Support Officer in relevant areas;

Possibilities for further study may include online courses and self-study.

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.)

UNRWA is mandated to provide assistance and protection to some five million registered Palestine refugees. Its mission is to help Palestine refugees in Jordan, Lebanon, Syria, the West Bank, and the Gaza Strip to achieve their full potential in human development, pending a just solution to their plight. UNRWA's services encompass education, health care, relief and social services, camp infrastructure and improvement, microfinance, and emergency assistance. UNRWA is funded almost entirely by voluntary contributions. UNRWA is the largest UN operation in the Middle East, with more than 30,000 staff. Most of these staff are refugees themselves, working directly to benefit their communities - as teachers, doctors, nurses or social workers.

The Programme Support Office at UNRWA Jordan Field Office is mandated to provide support to programmes (health, education, protection, relief, infrastructure and microfinance) to ensure their effective implementation of quality interventions that provide much needed services to beneficiaries in Jordan. The Programme Support Office also supports the programmes on capacity building on issues such as planning and monitoring of interventions, in order to achieve greatest impact for beneficiaries. Furthermore, the Programme Support Office ensures quality reporting to donors and contributes to UNRWA internal and external reporting procedures

Approximately 7,000 national staff and 20 international staff work at UNRWA Jordan Field Office.

VII. Information About Living Conditions at the Duty Station:

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

The JPO will work and reside in Amman, which is a family duty station. It is currently at UNDSS security level MODERATE. As is the case for UN staff and partners, the JPO will make his/her

own arrangements for housing and transportation to and from work. International UN personnel rent furnished or unfurnished apartments found using agents or by word-of-mouth through colleagues. Personnel in Amman and its vicinity usually use their own cars for transportation. Internationals who want to arrive or leave the country can enter through Queen Alia International Airport in Amman.

Amman has a Mediterranean climate with hot, dry summers and short, wet, cool winters; temperature and rainfall vary depending on altitude and location. The Jordanian dialect is common to Syria, Lebanon, Palestine, and parts of Iraq. In Jordan, both English and Arabic are spoken. The Jordanian Dinar (JD) is the currency of Jordan. The time zone is GMT +3 hours.

The health care sector is divided into public health services and private ones. The public health sector is accessible to all. Better health services can be found in private clinics and hospitals which are spread out mainly in larger cities. Sophisticated medical care, including for children, is available throughout Amman. Primary and secondary education is available for the children of international personnel in Amman.

Approved by:

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