

TERMS OF REFERENCE

Junior Professional Officers (JPO)

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

I. General Information:

Title: **Associate Ethics Officer**

Sector of Assignment: **Ethics Office**

Country: **Jordan**

Location (city): **Amman**

Agency: **UNRWA United Nations Relief and Works Agency**

II. Supervision:

Name of Supervisor: **Chief of Ethics (recruitment ongoing)**

Title of Supervisor: **Chief, Ethics Office**

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 candidate of this post is responsible to the Chief, Ethics Office, and will be part of the Ethics Office team. S/he will be supervised through structured and unstructured methodologies, specifically through the following: a) case consultation, supervisor and peers ask questions, make suggestions, and discuss various options available in each situation or in each client case; b) written techniques and activities, review of written documentation and process recording; c) live Observation, joining client sessions; d) output-based reviews to track against milestone achievements; e) weekly status meetings to talk about progress, challenges and roadblocks.

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 candidate is expected to undertake the following roles and responsibilities:

- Protection Against Retaliation (PaR) matters:
 - Advising staff on the Agency's Protection Against Retaliation (PaR) policy and internal grievance mechanisms; contributing to the conduction of preliminary review of staff Protection Against Retaliation (PaR) requests and drafting prima facie case findings and recommendations;
 - Remediating situations when retaliation has occurred and effectuating consultation/resolution process as appropriate; employing creative solutions to prevent retaliation and reduce instances of formal complaints;
 - Assist drafting outreach and awareness materials related to "Speaking Up" and whistleblowers protection
 - Assist the Chief, Ethics in the review of PaR review requests from the EPUN (Ethics Panel of the UN)
- Providing assistance for Case Management System (CMS), by liaising with complainant, assessing, and advising according to the established policies and guidelines; including registering, updating the cases status, ensuring the documentation and records are up to date;
- Providing assistance to develop ethics training materials and programmes and to develop outreach materials and ensuring engagement and outreach by the Office with all staff members; facilitating ethics training and outreach workshops, in close cooperation with Human Resources Department (HRD) at Headquarters and Field Offices; assisting in managing the implementation of ethics e-learning;
- Supporting in the development of Agency policies on ethics-related matters;
- Assessing and supporting the Chief, Ethics Office in the Research Review Board (RRB) related matters;

- Assisting the Chief, Ethics Office in the Agency-wide efforts on Culture Change, contributing to the Strategy and workplan, liaising with relevant actors in-house, drafting minutes of the meetings and related materials for outreach;
- Assisting and supporting the Chief, Ethics Office in the drafting of core strategic documents including Ethics Office Annual workplan, the progress reports and statistical updates;
- Assisting the Chief, Ethics Office in activities related to the Ethics Panel of the UN;
- Assisting and supporting the Chief, Ethics Office with the Ethics Office work plan on sexual misconduct including drafting, reviewing, taking notes in relation to policies, guidelines, Field Operations work plans, prepare and support the UNRWA work with Chief Executive Board (CEB) task Force on Sexual Misconduct and Office of the Special Coordinator on improving the UN response to sexual exploitation and abuse;
- Performing other duties as assigned.

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)

Education:

An advanced university degree (Master's or equivalent) from an accredited educational institution in law, public administration, behavioural sciences or a related area.

Experience: At least two years of progressively relevant experience in law, corporate compliance, organizational ethics, staff misconduct and investigation, employee relations or other related area.

Key Competencies of the assignment:

(Indicate technical knowledge, professional/language skills)

Key competencies:

- **Professionalism:** demonstrates professional competence and mastery of subject matter; conscientious and efficient in meeting commitments, observing deadlines and achieving results; shows persistence when faced with difficult problems or challenges; remains calm in stressful situations; takes responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work; exhibiting qualities such as accountability and integrity, and the acknowledgement and assumption of responsibility for actions and decisions.
- **Analyzing:** ability to conduct independent research to identify and analyse policy and practice issues and formulate options in making recommendations; ability to conduct necessary fact-finding including interviews;
- **Applying technical expertise:** knowledge of business ethics issues, policy and practice; knowledge of anti-corruption issues; demonstrated understanding of the importance of maintaining confidentiality; awareness of how to handle and maintain documents of evidentiary value; technological awareness with a good knowledge of Microsoft Office applications;
- **Creativity:** ability to produce a range of creative solutions to problems; contributes innovative approaches and insights;
- **Communication:** speaks and writes clearly and effectively; listens to others, interprets messages from others and responds appropriately; tailors' language, tone, style and format to match the audience; demonstrates openness in sharing information and keeping people informed;
- **Client orientation:** ability to manage conflict; uses humour appropriately to enhance relationships with others; recognizes disagreements and tensions between individuals and attempts to resolve or ease them.
- **Integrity:** an ability to work honestly, openly, impartially and in accordance with the values of the United Nations; serves as a role model that other people want to follow.

Language(s):

- Fluency in English;
- Arabic is desirable.

Desirable qualification:

- Understanding of UN organizations system.

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.)

During the assignment, the candidate will have the opportunity to take several training courses which will give the JPO incumbent an excellent orientation of Ethics related issues such as: a) UNRWA Ethics E-learning; b) UN course on Prevention of Harassment, Sexual Harassment and Abuse of Authority c) Prevention of Sexual Exploitation and Abuse (PSEA) d) Social Media and Neutrality; e) other trainings from UNRWA departments.

Upon the completion of the assignment, the JPO will have:

- A broad understanding of UNRWA's mandate, its critical programmes and services for the Palestinian Refugee Population;
- A broad understanding of the Ethics Office role in achieving UNRWA mandate and increasing the agency performance effectiveness;
- Carrying and understanding the values of the United Nations;
- Expanding the analyzing and critical analysis skills;
- Solid experience and understanding of several ethics office issue and provided services such as Protection against Retaliation (PaR), confidential ethics advice and guidance; Ethics training, education, and outreach, policy support and standard setting, abuse of authority, and prohibited behaviour.

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 capacity UNRWA to help Palestine refugees achieve their full potential in human development depends, amongst other things, on the ability of its staff to uphold and promote the highest standards of ethical and professional conduct. Respect for standards of conduct helps to create the trust that allows UNRWA to effectively support refugees, contributes towards building a harmonious workplace and is critical for preserving and enhancing public confidence in the Agency.

The overall objective of the Ethics Office is to assist the Commissioner-General in fostering an ethical environment whereby all employees observe and perform their functions with the highest standards of integrity as required by the Charter of the UN, the Standards of Conduct for the International Civil Service, the Area and International Staff Rules and Regulations and UNRWA Ethics Handbook.

The Ethics Office fulfils this mission by providing services to management and individual staff members in the following five areas: a) confidential ethics advice and guidance; b) financial and outside interest disclosure; c) Protection against retaliation (PaR); d) training, education and outreach; e) policy support and standard setting. Moreover, the Ethics Office also has a number of responsibilities related to the Agency's policies on protection from sexual exploitation and abuse (SEA) of beneficiaries and on the prohibition of discrimination, harassment – including sexual harassment – and abuse of power in the work context. The Ethics Office provides a secure confidential environment where UNRWA staff can feel free to consult on ethical issues and seek protection against retaliation for reporting misconduct. The office is also a resource for those who seek advice before engaging in an activity, to avoid and manage conflicts of interest.

The Ethics Office; is independent from management and all other UN offices; is impartial in how it treats individuals; maintains confidentiality of the information entrusted to it; is professional in its dealings with its stakeholders. The Ethics Office is also a member of and collaborates with the Ethics Panel of the United Nations (EPUN) to promote coherence of the Agency's ethics-related policies, strategies and standards with those of the UN Secretariat and the other funds and programmes.

The candidate will work closely with the Ethics Office team members as well as he will be communicating and advising the office clients about their cases in very professional manner.

VII. Information About Living Conditions at the Duty Station:

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

The Hashemite Kingdom of Jordan is strategically located in the Middle East covering a diversity of landscapes. Jordan is bound by Syria to the north, Iraq to the northeast, Saudi Arabia to the east and south, the Red Sea to the south and Israel and the Palestinian National Authority to the west. The weather in Jordan is not too extreme. Summer is dry, with temperatures regularly reaching 35°C. The winter is colder with temperatures often dropping slightly below freezing.

Amman, the capital, is a peaceful city with over four million residents. People are friendly to visitors. Services in terms of banking, transportation, health and communications are easily available. Though Arabic is the official language, English is widely spoken among the majority of the population, especially in Amman. Road network is good both in terms of spread and quality of the roads. Public transportation in Amman is limited. Taxis are relatively cheap and easily available. There are several shopping malls, restaurants, gyms, and cinemas. A large variety of accommodation options can be found; however, internationals tend to live in certain neighbourhoods in which services and amenities are often found. It is worth noting that prices in Amman have generally increased in the past few years. There are no specific security threats. Amman is a very easy city in which to live; large, many amenities, very modern and serviced by Queen Alia International Airport (QAIA) with direct flights to most capital cities. According to the assessment of the UN Department of Safety & Security (UNDSS) Jordan is a family duty station (category A hardship). Amman has wonderful sites such as Roman Amphitheatre, The Citadel, Royal Automobile Museum, Old Downtown, Rainbow Street.

Approved by:

Name: Natalie Tabar

Title: Acting Chief, Ethics Office

Duty Station: HQ Amman

Agency / Unit: UNRWA United Nations Relief and Works Agency / Ethics Office

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