Vacancy Announcement

Chief, Human Resources Operational Services Division, P-5
HQ Amman, Jordan

Deadline for Applications 21 August 2019
(7 August 2019 for internal applicants)
Duration 2 years, with the possibility of further extension
Vacancy Announcement Number 19-HQ-AM-43

UNRWA is committed to achieving gender parity at all levels of staffing under the current UN-wide gender agenda and strongly encourages applications from qualified women.

UNRWA welcomes applications from qualified candidates with disabilities.

UNRWA, the largest United Nations operation in the Middle East with over 30,000 staff working across five areas of operation, is looking for highly committed professionals wishing to make a change.

UNRWA’s strategic objectives
The mission of UNRWA is to help Palestine refugees achieve their full potential in human development under the difficult circumstances in which they live. In line with this mission, the Agency works towards five strategic outcomes: (a) Palestine refugee rights under international law are protected and promoted; (b) Palestine refugee health is protected and disease burden is reduced; (c) school-age children complete quality, equitable and inclusive basic education; (d) Palestine refugee capabilities are strengthened for increased livelihood opportunities; and (e) Palestine refugees are able to meet their basic human needs of food, shelter and environmental health. UNRWA is funded almost entirely by voluntary contributions from UN member states, regional bodies, business foundations and individual contributions.

Do you want to make a lasting difference?
If you are passionate about making a lasting difference for Palestine refugees, in this role you will be responsible for leading and managing a team of professional International and Area staff with whom you will share the overall responsibilities and discuss the formulation of work plans, providing strategic, general technical or process guidance, and check the attainment of such in due course.
The main responsibilities include:

- Managing the Human Resources Operational Services Division (HROSD), ensuring that comprehensive objectives and work plans are established and met, that resources are efficiently utilized and correct work procedures are followed; coordinating and supervising HR reform initiatives assigned to the HROSD;
- Managing the efficient and effective administration of human resources operational services including entitlements; providing interpretation and advice Agency-wide on the consistent and correct application of Staff Regulations, Rules, Directives and Instructions governing the rights, duties, benefits, and entitlements of Area and International staff;
- Managing international recruitment ensuring that required staffing levels, targets and goals are met, and advising on most appropriate talent search approaches; ensuring that recruitment procedures are followed; providing advice and oversight on processes and procedures in relation to recruitment, appointment, transfer, performance appraisal and separation of staff and directly implementing such actions in case of Area Staff in HQ Gaza and Amman and International Staff Agency-wide;
- Monitoring the International Civil Service Commission (ICSC) for changes to International Staff entitlements and benefits and drafting relevant circulars for issuance by the Director, Human Resources; contributing to policy development and operational reforms under the leadership of the Director, Human Resources and in coordination with the HR Policy and Development Division, and driving implementation of relevant actions;
- Acting as the Gender Focal point for the Agency and as the Department’s focal point for Group Medical Insurance issues, commission related reports and analysis as required;
- Managing the performance and staff development for Division staff in collaboration with Section Heads and supporting and monitoring daily operations of the performance management policies and systems Agency-wide;
- Monitoring Field Compliance with relevant Regulations, Rules and Operational Guidelines;
- Advising DHR on sensitive staff related issues; at her or his request, undertaking mediation, management and conflict resolution interventions;
- Providing inputs, as required, including statistical data, to the Human Resources Policy and Development Division (HRPDD) in respect of proposed policy amendments and enhancement/up-dating of policies, directives, rules, administrative instructions;
- Preparing or supporting the preparation of internal and external audit replies, reports, concept papers and general HR correspondence in reply to relevant internal and external requests;
- Performing other duties as may be assigned by the supervisor(s) including representing HRD in inter-agency meetings and inter-agency cooperation projects as assigned by DHR; holding consultations with staff unions, government representatives or inter-agency officials or missions as instructed; acting for the Director during his or her absence, with full responsibility for HRD when designated by DHR.

Conditions of service

UNRWA offers an attractive compensation package including annual salary starting at $87,108 net tax free with post adjustment of **45.6%** (subject to change without notice). All UNRWA duty stations (with the exception of Gaza and Syria) are family duty stations. Other benefits, subject to eligibility, include:

- Dependency allowances
- Rental subsidy
- Education grant for children
- Home leave travel
- 6 weeks (30 working days) annual leave
- Pension fund entitlements under the UN Joint Staff Pension Fund
- International health insurance; optional life insurance
- Disability protection

Additional information

The incumbent will be required to travel in the Agency's area of operations and may occasionally undertake short-term relieving assignments.
To qualify for this position, you will need:

**Education**  
An advanced university degree (Master’s or equivalent) from an accredited educational institution in human resources management, public or business administration, or in a related area such as social or behavioral science; a first-level university degree in combination with two additional years of qualifying experience may be accepted in lieu of an advanced university degree.

**Work experience**  
A minimum of 10 years of progressively responsible and relevant experience in human resource management, including a minimum of five years in the UN system, or in international or governmental institutions at a senior supervisory level, including two years of international experience outside one’s home country;  
Extensive experience with recruitment, entitlement and benefit administration, preferably in the UN system;

**Language(s)**  
Excellent command of spoken and written English.

**Desirable qualifications**
- Membership or eligibility for membership in a registered HRD professional body;
- Familiarity with human resources related regulations, rules and policies in the UN;
- Knowledge of the Agency’s operations in the Middle East and Middle Eastern cultures and employment practices;
- Working knowledge of written and spoken Arabic would be useful.

**UN Core Values** of Professionalism, Integrity and Respect for Diversity and **Core Competencies** of Communication, Working with People and Drive for Results apply by default. Default managerial competencies may apply.

You will also need to demonstrate the following competencies:
- Excellent analytical capabilities; ability to reach objectives and reasoned positions and to articulate these clearly; Ability to remain calm and produce results under pressure;
- Ability to plan and develop clear goals that are consistent with set strategies, and to monitor and adjust plans and actions as necessary;
- Proven ability to work independently and to provide leadership and direction to a large and diverse team, managing their outputs; Professional credibility to command respect, to provide advice and to solve problems. Ability to coach and mentor as required;
- Motivation and skills to build effective, collaborative and harmonious internal and external work relationships at all levels;
- Ability to negotiate persuasively a range of problems, including sensitive, complex and contentious issues and to advise senior management and staff on different options/positions to meet their needs;
- High level of drive for results; demonstrated initiative and creative thinking;
- A high degree of tact, diplomacy and discretion;
- Solid computer skills and a good working knowledge of human resource databases.

For guidance on how to prepare for competency-based interviews:  

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**Who we are**

For almost 70 years, the United Nations Relief and Works Agency for Palestine (UNRWA) has been working on the ground in five fields of operations in Jordan, Lebanon, Syria, West Bank and the Gaza Strip providing direct assistance and protection for some 5 million Palestine refugees in the Middle East. UNRWA is mandated by the UN General Assembly to provide this assistance and its mission is to help Palestine refugees achieve their full potential in human development until there is a just and lasting solution for their plight. UNRWA restores safety, dignity and hope to millions who have been uprooted by conflict with services encompassing education, health care, relief and social services, camp infrastructure and improvement, microfinance and emergency assistance.

For more details on UNRWA, please visit: [https://www.unrwa.org/](https://www.unrwa.org/)
How to apply
To start the application process, applicants are required to register at http://jobs.unrwa.org by creating a personal profile and completing UNRWA Personal History Form. Only applications received through http://jobs.unrwa.org will be considered. Due to the large number of applications received for UNRWA vacancies, only applicants short-listed for interview will be contacted. The United Nations does not charge fees at any stage of the recruitment process. The United Nations does not concern itself with information related to bank accounts.

General information
UNRWA staff are expected to uphold the highest standards of integrity, neutrality and impartiality at all times. This includes respect for and commitment to human rights, diversity, and non-violent means of dealing with all kinds of conflict. Only persons who fully and unconditionally commit to these values should consider applying for UNRWA jobs. UNRWA is a non-smoking work environment.

The Agency reserves the right not to make an appointment, to make an appointment at a lower grade, or to make an appointment with a modified job description.

Date of issue: 25 July 2019/CX