



UNITED NATIONS RELIEF AND WORKS AGENCY  
FOR PALESTINE REFUGEES IN THE NEAR EAST  
UNRWA



## Vacancy Announcement

### *Human Resources Strategic Planning and Monitoring Officer, P-4 HQ Amman, Jordan*

<b>Deadline for Applications</b>	19 December 2018 (5 December 2018 for internal applicants)
<b>Duration</b>	2 years, with the possibility of further extension
<b>Vacancy Announcement Number</b>	18-HQ-AM-68

**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, this role will provide you with the opportunity to directly support the Chief Human resources Policy and Development Division, with close working relation with Information Management Department, in all aspects of strategic workforce planning, monitoring and identifying key staffing needs.

HUMAN RESOURCES

## The main responsibilities include:

- Developing and implementing strategic workforce planning, monitoring and reporting and identifying key staffing needs to deliver an effective business strategy;
- Leading staffing gap analysis and advising on timely succession planning, through:
  - Assessing the current workforce and its relevant characteristics, including current skills of the workforce through talent reviews and/or functional talent assessments;
  - Assessing future demand of internal talent through data analysis, potential risks such as reassignments, retirements or other loss of talent, consultation with functional subject matter experts and analysis of key HR data;
  - Projecting a supply versus demand model for relevant areas, and identifying gaps;
  - Developing a strategy to close gaps by identifying appropriate talent solutions over the short, medium and long-term including costs, timeframes and benefits as part of a communication and engagement strategy to ensure buy-in of the workforce plan across different stakeholder groups;
  - Conducting a lessons-learned exercise and facilitating mainstreaming of workforce planning practices into broader Agency-wide planning processes;
- Leading, monitoring and reporting on staffing data, including relevant trend analysis, and preparation of corporate HR statistical reports for UNRWA management and for other purposes including ad-hoc inquiries from various internal and external stakeholders; coordinating HR data integration, completeness and accuracy across enterprise systems and reports to enable HR monitoring on the proper use of the Agency's contract modalities as well as other areas identified by the Executive Office and Department of Human Resources;
- Providing expert advice to support talent management and management reform initiatives Agency-wide including those launched from headquarters, or developed at the Field Office level in order to ensure continuous integration with overall workforce planning;
- Managing the design, creation, implementation, maintenance and support to a variety of moderate to complex HR reports; developing and updating HR dashboards, utilizing appropriate reporting and visualization tools; researching and supporting HR in the identification of best-fit technology solutions and analytics best practices and innovations;
- Supervising and motivating her/his team, monitoring performance, providing coaching, training and guidance to ensure staff development and enable high performance.

## Conditions of service

UNRWA offers an attractive compensation package including annual salary starting at **\$71,332** net tax free with post adjustment of **48%** (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                  | ✓ Pension fund entitlements under the UN Joint Staff Pension Fund |
| ✓ Rental subsidy                         | ✓ International health insurance; optional life insurance         |
| ✓ Education grant for children           | ✓ Disability protection   |
| ✓ Home leave travel                      |   |
| ✓ 6 weeks (30 working days) annual leave |   |

## 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, data analytics, organizational development, public or business administration, economics, or a related field; 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 8 years of progressively responsible professional experience in human resources management, including several years developing and implementing corporate workforce plans and two years of relevant experience at international level outside one's home country. Experience in implementing organizational change initiatives, business analytics, including designing and implementing monitoring dashboards.

Experience in the following areas will be considered as an asset:

- Experience in business intelligence tools such as SAP;
- Technical SAP HR experience, with knowledge on underlying data

assets (master data tables, configuration tables, logical databases);

- Knowledge of HR data, time dependent data and workforce analytics.

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

**You will also need to demonstrate the following competencies:**

*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.*

- Leading and Supervising
- Applying Technical Expertise
- Analyzing
- Formulating Strategies and Concepts
- Relating and Networking

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

<https://careers.un.org/lbw/home.aspx?viewtype=AYI>

**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/>

**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: 22 November 2018/CX