



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



## Vacancy Announcement

### ***Head of Project Management Office (PMO), P-4 HQ Amman, Jordan***

<b>Deadline for Applications</b>	30 January 2019 (16 January 2019 for internal applicants)
<b>Duration</b>	1 year, renewable; Appointment subject to funding confirmation
<b>Vacancy Announcement Number</b>	19-HQ-AM-01

**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 professionals like you.

#### **We are building a SMART Enterprise that partners with the business to benefit the Palestine refugees**

The Information Management Department (IMD) is a strategic enabler of UNRWA's programmes in Jordan, Lebanon, Syria, West Bank and Gaza. With over 35,000 staff members serving over 5 million Palestine refugees, the Agency's programmes deliver direct services to the refugees in the areas of education, health, relief and social service, infrastructure and camp improvement, and microfinance services. IMD is always at the forefront when it comes to introducing innovative business solutions that impact the organization's overall value chain even as it embarks towards a future ready state that is defined by the SMART Enterprise Strategic Framework.

#### **Do you want to make a lasting difference?**

If you are looking for a rewarding opportunity to make a tangible difference for one of the most vulnerable communities in the world, UNRWA would like to hear from you.

#### **The main responsibilities include:**

- Being responsible for the consistent implementation of Project and Portfolio methodology

- in managing the department's project portfolio, championing the project management processes to improve solution delivery, educating and acting as an advocate for advanced PMO capabilities;
- Ensuring the Project Governance Architecture is enhanced, maintained, and operating in accordance with relevant Organisational Directives;
- Managing the optimisation of project performance to ensure the timely delivery of projects including the oversight of the project management lifecycle and managing the resource pool of project managers in coordination with their direct supervisors;
- Managing programs and major projects respecting the triple constraint: time, scope and resources; creating and managing on-going enterprise portfolio and project metrics; maintaining portfolio roadmap, improving transparency of portfolio and project execution with all business units through setting up the governance processes and the delivery of organisation, business unit, and team scorecards;
- Providing assessments and reports on project performance including forecast scenario development, portfolio reporting, new reform initiative and project progress reporting, project tolerance assessments, identification of constraints and risks and enforcing project escalation points;
- Being responsible for the continued efforts of Information Management Department (IMD) to institutionalise Project Management and improve its services Agency-wide through training development and implementation, periodic standards' reviews, development and deployment of appropriate project management tools, development and management of a project management community of practice, research on project management best practice and actively applying lessons learnt;
- Interacting with stakeholders outside and inside the Agency across organizational levels including the management of HQ Departments and Fields Offices as well as the Executive Office; represents IMD in relevant meetings and committees.

### Conditions of service

UNRWA offers an attractive compensation package including annual salary starting at **\$71,332** net tax free with post adjustment of **45.3%** (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:

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| ✓ 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 |   |

### Additional information

The incumbent may be required to work beyond normal working hours and will be required to travel within the areas of operations in the Middle East.

### To qualify for this position, you will need:

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| <b>Education</b>       | An advanced university degree (Master's or equivalent) from an accredited educational institution in management, business administration, project management or other related subjects; a first-level university degree in combination with two additional years of qualifying experience may be accepted in lieu of an advanced university degree; PRINCE2 Practitioner or PMP Certification; |
| <b>Work experience</b> | A minimum of eight years project management experience in large international settings/organizations, including at least two years of international experience outside one's home country; Demonstrated experience in programme, portfolio, project management methodologies and practices; Demonstrated experience in project management of IT projects;                                      |
| <b>Language(s)</b>     | Excellent command of spoken and written English.   |

### Desirable qualifications:

Previous UN experience is desired.

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

- Deciding and initiating action
- Applying technical expertise
- Analyzing
- Creating and innovating
- Planning and organizing

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

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

**Who we are**

For over 65 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: 3 January 2019/LAN