Vacancy Announcement

Deputy Director of UNRWA Affairs (Operations), P-5
Amman, Jordan

Deadline for Applications
11 July 2020
(27 June 2020 for internal applicants)

Duration
2 year, with the possibility of further extension

Vacancy Announcement Number
20-FO-JO-20

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.

Palestine refugees in Jordan

More than 2.4 million registered Palestine refugees live in Jordan. Majority of Palestine refugees in Jordan have full citizenship. There are ten recognized Palestine refugee camps throughout the country, which accommodate around 400,000 Palestine refugees, or 17 per cent of the country total, in addition to three unofficial camps. Jordan hosts the largest number of Palestine refugees of all of the UNWRA fields. Over 17,500 Palestine refugees from Syria (PRS) have sought assistance from UNRWA in Jordan and many are under abject poverty and live in a precarious legal status. UNRWA accommodates PRS children in its schools and provide relief and health care to those in need.

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. In this role, while reporting to the Director of UNRWA Affairs, you will be responsible for the management and oversight of finance, human resources, procurement, logistics, IT, etc. You will contribute to the Field’s strategic and operational plans and budgets, guide and direct specialist staff, respond to emerging needs, manage staff performance and ensure optimal
use of resources. You will liaise with external interlocutors including UN country teams, host government representatives, the refugee community and others. You may be assigned as Acting Director of UNRWA Affairs during the absence of the Director of UNRWA Affairs and, as such, assume full responsibility and accountability for the management of the Field.

The main responsibilities include:

- Being responsible for the management of the Field operations cluster which includes finance, human resources, procurement & logistics, information and communication technology, legal, investigations, administrative services, security and/or other functions and being the principal adviser to the Field Director on these functions; depending on field specificity, the Director of UNRWA Affairs may adjust the portfolio in varying configurations to meet field needs;
- In close collaboration with other senior staff in the Field, ensuring the development, preparation, coordination and monitoring of Field Plans (Strategic and Annual Operational) and Budget, Medium-Term Strategy for the operations functions in his/her Field, ensuring integrated approach to the management of operations services and exercising decision-making authority over human and financial resources and capital assets of the Field, in line with UNRWA regulatory framework and SPARE principle;
- Providing support and advice to the Director of UNRWA Affairs in implementing the Agency’s reform plans; leading the implementation of pertinent reform initiatives in his/her organizational cluster; coordinating the work of cross-functional teams to achieve field-wide outcomes and promoting integration of cross-cutting issues into the field operation service framework;
- Providing guidance and support to senior administrative staff in his/her own area; mentoring and evaluating for training purposes, as necessary;
- Liaising with government and local authorities to ensure their cooperation in facilitating the Agency’s operations; assisting the Director of UNRWA Affairs in managing and promoting inter-agency and donor relations;
- As assigned, acting for the Director of UNRWA Affairs during his/her absence, with full responsibility for the management of the Field, and reporting to the Commissioner-General USG and/or Deputy Commissioner-General, ASG;
- Where applicable, acting as the Field security focal point and liaising with the Agency’s Director of Security and Risk Management and the Office of Security and Risk Management in the Field, where available;
- Undertaking relieving assignments and performing other related duties as may be required by the Director of UNRWA Affairs.

To qualify for this position, you will need:

**Education**
Advanced university degree (Master degree or equivalent) from an accredited educational institution in one of the Agency’s operations academic fields (such as Business or Public Administration, International Relations, Law, Finance, or Human Resources Management or related areas) supplemented by studies in management; 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**
At least 10 years of increasingly responsible professional experience in operations management, including at least six years managing large-scale, multi-sector operations at managerial level in a large governmental or international commercial organization, working at international level outside one’s home country;

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

Desirable qualifications:

- Knowledge of activities of UNRWA operations and services;
- Knowledge of Middle Eastern geo-political realities and its socio-cultural implications;
- Experience with United Nations administration/financial policies and practices;
- Working knowledge of Arabic
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. Managerial competencies may apply.

- **Professionalism**: Shows pride in work and in achievements; demonstrates professional competence and mastery of subject matter; is conscientious and efficient in meeting commitments, observing deadlines and achieving results; is motivated by professional rather than personal concerns; shows persistence when faced with difficult problems or challenges; remains calm in stressful situations.

- **Leadership**: Strong managerial/leadership skills; demonstrated flexibility in leadership by performing and/or overseeing the analysis of complex human resources, financial, administrative or management policy and programme issues; proven record of building and managing teams and creating an enabling environment, including the ability to effectively lead, supervise, mentor, develop and evaluate staff and design training/skills enhancement initiatives to ensure effective transfer of knowledge/skills; tact in negotiating skills; good judgment and decision-making skills; demonstrated ability to provide leadership and commitment to the goal of achieving gender balance in staffing.

- **Planning and organizing**: Develops clear goals that are consistent with agreed strategies; identifies priority activities and assignments; adjusts priorities as required; allocates appropriate amount of time and resources for completing work; foresees risks and allows for contingencies when planning; monitors and adjusts plans and actions as necessary; uses time efficiently.

- **Managing performance**: Delegates the appropriate responsibility, accountability and decision-making authority; makes sure that roles, responsibilities and reporting lines are clear to each staff member; accurately judges the amount of time and resources needed to accomplish a task and matches tasks to skills; monitors progress against milestones and deadlines; regularly discusses performance and provides feedback and coaching to staff; encourages risk-taking and supports creativity and initiative; actively supports the development and career aspirations of staff; appraises performance fairly.

- **Vision**: Identifies strategic issues, opportunities and risks; clearly communicates links between the Organization’s strategy and the work unit’s goals; generates and communicates broad and compelling organizational direction, inspiring others to pursue that same direction; conveys enthusiasm about future possibilities.

- **Communications**: Speaks and writes clearly and effectively; listens to others, correctly interprets messages from others and responds appropriately; asks questions to clarify and exhibits interest in having two-way communication; tailors language, tone, style and format to match the audience; demonstrates openness in sharing information and keeping people informed.

- **Technology Awareness**: Keeps abreast of available technology; understands applicability and limitations of technology to the work of the office; actively seeks to apply technology to appropriate tasks; shows willingness to learn new technology.

- **Teamwork**: Works collaboratively with colleagues to achieve organizational goals; solicits input by genuinely valuing others’ ideas and expertise; is willing to learn from others; places team agenda before personal agenda; supports and acts in accordance with final group decision, even when such decisions may not entirely reflect own position; shares credit for team accomplishments and accepts; joint responsibility for team shortcomings.

**Conditions of service**

UNRWA offers an attractive compensation package including annual salary starting at **$88,162** net tax free with post adjustment of **44.5%** (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 frequently throughout the Agency’s area of operations in the Middle East.


Who we are

For 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, only short-listed applicants will be contacted via e-mail only. 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: 14 June 2020/HB