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Junior Professional Officer		
Special Assistant to the Chief of Staff		
United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA)		Closing date: 17 February 2019
I General information		
Title:	Special Assistant to the Chief of Staff	
Sector of Assignment:	Executive Office of the Commissioner-General	
Country:	Jordan	
Location (City):	Amman	
Agency:	United Nations Relief and Works Agency (UNRWA)	
Duration of Assignment:	Initially one year with the possibility to extend up to a maximum of 3 years	
Grade:	P2 step 1 in the first year, or P1 step 1, depending on the level of education and relevant working experience	
<p>Note : This post is opened in the context of the Junior Professional Officer (JPO) scheme sponsored by the Government of the Netherlands and is addressed exclusively to PEOPLE WITH THE DUTCH NATIONALITY.</p> <p>For criteria see the website of Nedworc Foundation: http://www.nedworcfoundation.nl/Index.htm?hoofdpath=/NL/JPO/General%20Information.htm&hoofdhash</p> <p>Please read the criteria and FAQ section carefully before considering applying</p>		
II Duties		
General		
<p>The Special Assistant provides support and assistance to the Chief of Staff in the day-to-day performance of her/his management, coordination, supervision, and leadership functions, and as needed to other senior officials in the Executive Office, including the Commissioner-General. This encompasses the full spectrum of functions and tasks of the Executive Office, including vision and direction; organizational design; governance and decision-making; policy and practice; operational oversight; internal and stakeholder engagement; and advocacy. The Special Assistant contributes to the timely flow of information to, from and within the Executive Office and the rest of the Agency. Support tasks are often of an urgent nature and require simultaneous actions in coordination with multiple counterparts</p> <p>In cooperation with and under the guidance of the Chief of Staff, the Special Assistant will support a focused, integrated and systematic approach to effectively run the office of the Chief of Staff and consequently contribute to the efficiency of operations and programmes implemented by UNRWA's Field Offices and HQ Departments.</p>		
<i>Executive support</i>		

Provides substantive and organizational support to the Chief of Staff in preparing internal and external meetings on a range of issues (including governance/decision-making meetings, management meetings, coordination meetings, UN meetings, stakeholder meetings, donor and host country meetings, etc.), including preparation of agendas, schedules, briefing notes, minutes, and action points. This includes preparing inputs to correspondence (with high ranking state officials and senior staff of UN and other international bodies), policy memoranda, management guidance and other sensitive communications, as well as relevant liaison with UNRWA HQ Departments and Field Offices. (30%)

Political and operational support

Provides assistance and advice to the Chief of Staff on various regional political and social issues, Agency-related operational and policy matters, development and humanitarian assistance, humanitarian principles such as neutrality, and other areas identified by the Chief of Staff, with special attention to review of diverse documents and reports submitted to the EO for approval and clearance, as well as monitoring follow up in relation to the Executive Office's programme of work. (20%)

Keeps abreast of key issues facing UNRWA and Palestine refugees and advises Chief of Staff of possible follow up actions. (10%)

Reporting and research

Assists the Chief of Staff in developing background materials and briefing notes related to Agency's service delivery, programme planning and operations, and advocacy. (15%)

Internal communication:

Assists the Chief of Staff in tracking and following up on issues raised by internal stakeholders to the EO, as well as processing austerity measure approvals from throughout the Agency. (10%)

Work closely with Internal Communication Unit on key issues expressed by the staff and assist the Chief of Staff with details and key messages.

Financial management

Assists the Cheif of Staff in annual budgeting and financial planning for the Executive Office(5%).

Handle the office budget including authorizing expensitures, monthly reporting and processing transactions on the system.

Others

Performs such other duties as may be required. (10%)

III Training component: Learning elements and expectations

Upon completion of the assignment the JPO will have/ will be able to:

- Planning and organizing skills. Ability to plan and organize processes and people in an environment requiring high levels of tact and diplomacy as well as confidentiality;
- Excellent communication skills, including excellent drafting ability;
- Creating and innovating. Interest and willingness to innovate and establish best practices;
- Coping with Pressure and Setbacks. Ability to work under pressure and to deal with competing demands, and unforeseen events and requirements;
- Knowledge and understanding of the Palestine refugee situation in the political context of the Middle East;

The JPO training programme includes the following learning elements:

The JPO will be exposed to the full spectrum of UNRWA operations at the executive, programme, and field levels, providing the opportunity to understand the Agency's mandate, structure and operations across the fields and within cross-cultural setting.

Learning activities--largelly undertaken in the course of the work--will focus on knowledge of UNRWA operations and programmes in all five fields of operation (Jordan, Lebanon, Syria, West

Bank and Gaza Strip), ensuring that decisions taken by the Executive Office are implemented and that information is properly and timely collected, analysed and shared.

Upon completion of the assignment, the JPO will have been extensively exposed to the operations of the United Nations; understanding the nature of its dynamics and how it interlinks with the local socio-economic and political situation. The incumbent will learn (a) the relevant research and information to support the implementation of UNRWA's programmes and strategies; (b) the most effective governance structures; (c) effective management of meeting and communications with a range of stakeholders; and (d) work in a diverse UN humanitarian agency in the Middle East. The incumbent will observe and learn the decision-making at the highest level of UNRWA and how it is prepared and implemented.

There will be several briefings upon arrival at the duty station, focusing on:

- a. UNRWA organisational needs, policies and structures with respect to HQ and the Fields;
- b. Ethics, the humanitarian principles including neutrality, and safety and security;
- c. JPO's specific TOR; and
- d. UNRWA management expectations and strategies.

IV Supervision

Title of supervisor: Chief of Staff

Content and methodology of supervision:

The Chief of Staff will provide general guidelines within which the incumbent will operate with a level of independence while reverting for advice and guidance when required. The incumbent will work daily with the Chief of Staff and will be integrated into the workplan of the Chief of Staff and the Executive Office of the Commissioner-General.

The Chief of Staff will meet regularly with the incumbent for performance feedback according to the Agency's performance appraisal and evaluations system.

The incumbent will report directly to the Chief of Staff and will coordinate his/her work with other members of the EO team.

V Required Qualifications and Experience

Education:

Master degree or equivalent in political or social sciences, international relations, Law or other related field.

A first-level university degree (Bachelor's degree or equivalent) in combination with qualifying experience (at least 3 years of relevant working experience) may be accepted in lieu of an advanced university degree.

Working experience:

Two to maximum of 4 years of relevant professional work experience in project management or executive support or related areas at the international level, including one year outside country of origin.

All paid work experience since obtaining Bachelors degree will/can be considered.

Unpaid internships and voluntary work cannot be considered as a working experience.

Languages:

- Excellent command of written and spoken English
- Excellent command of written and spoken Arabic

Key competencies

- Ability to establish and maintain effective working relations in a multi-cultural and diverse environment with sensitivity;

- Positive attitude and strong analytical, interpersonal and communication skills;
- Proven ability to independently plan, organize, and prioritize own work, work well under tight deadlines and handle multiple concurrent tasks;
- Proven ability in drafting and editing in English and Arabic, particularly in analytical writing, report and minutes writing, , and compiling relevant communication on policy, operational and organizational matters;
- Proven ability to exercise initiative and resourcefulness necessary for prioritizing and completing multiple activities whilst maintaining a high quality work product;
- Proven organizational skills and ability to develop clear goals and identify priority activities and assignments.
- Proficiency in computer applications including internet, word processing, spreadsheets, graph and chart making, and databases.
- Knowledge of contemporary political and social issues of the Middle East.

VI Background information on Agency/Department/Section

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.

The Executive Office aims to lead and sustain change Agency-wide, manage high-level strategic decision-making, be a catalyst for cooperation Agency-wide and manage sensitive issues and diverse risks deriving from both the external and internal environment. Within this context, the Chief of Staff has central organizational responsibility and contributes to driving corporate operational management with a focus on decision-making processes and implementation of strategic policy decisions, in addition to managing the Executive Office team and providing high-level advice on strategic, policy, management and representation issues.

VII Information on living conditions at Duty Station

Amman is a family duty station (Security Level: Low - 1). According to the assessment of the UN Department of Safety and Security there are no specific security threats. Amman is an easy and modern city to live in, offering excellent living conditions. It has an advanced healthcare system, is close to several tourist destinations, and is serviced by an international airport.

Transportation: Jordan residents use cars to travel within Amman, and between the capital and neighbouring cities. Taxis are inexpensive and readily available. Buses operate within Amman and between Amman, the Dead Sea resorts, Aqaba and Wadi Rum. Several international airlines offer daily services between North America, Europe, Middle Eastern countries and the Far East

Schooling: Jordan offers a wide variety of international primary and secondary education options including the US, British and French systems, as well as bilingual Arabic-English domestic programmes.

Housing: A wide range of housing options exist in Amman. Luxurious private villas as well as large to small apartments are available, either furnished or unfurnished. Generally, apartments are found through agents, personal reference or strolling through desired neighbourhoods looking for “for rent” signs.

Living in Amman: Modern grocery shopping centres, full service malls and movie theatres are readily accessible. There are numerous fitness centres and several clubs that offer gyms, swimming, playgrounds and other amenities.

Spouse Employment: Finding employment in Amman, Jordan is generally difficult given the refugee influx and other socio-economic elements

VIII How to apply

Please click

https://jobs.partneragencies.net/erecruitjobs.html?JobOpeningId=20508&hrs_jo_pst_seq=1&hrs_site_id=2

to apply through the UNDP e-recruit platform.

Applicants will receive acknowledgement of receipt of their submission.

Only shortlisted candidates will be contacted.