

## TERMS OF REFERENCE

### Junior Professional Officers (JPO)

Please indicate if this ToR supersedes a previously submitted ToR:

#### I. General Information:

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Title:

Associate Programme Support Officer

Sector of Assignment:

Programme Support Office

Country:

State of Palestine (oPt)

Location (city):

East Jerusalem

Agency:

UNRWA West Bank Field Office

#### II. Supervision:

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Name of Supervisor:

Laurianne Leca

Title of Supervisor:

Field Programme Support Officer

Content and methodology of supervision:

*(Describe in detail type and manner of supervision, e.g., timing and number of meetings with supervisor; feedback sessions on performance against established work plan)*

Overall supervision by Field Programme Support Officer (P-4) for functional planning and coordination on assignments and key tasks.

Mid-term (6 monthly) review of progress against work plan and annual Performance Evaluation.

Further supervision and direction may be given by the Deputy Director (P-5) of UNRWA Operations West Bank Field as needed.

#### III. Duties, Responsibilities and Output Expectations:

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Please include percentages for each duty:

*(Please include percentages for each duty. Describe briefly the main tasks specific to this assignment and output expectations during the first and second year of assignment)*

Coordinates efforts between/among programmes and support teams, including drafting templates/documents geared towards information sharing, scheduling/attending regular meetings and creating strategic platforms for reflection;

Assists in planning and management of humanitarian assistance and emergency preparedness, including drafting plans/reports, scheduling/attending working group meetings and conducting reviews;

Assists in the implementation of reform initiatives, including drafting/revising plans, proposals and reports, coordinating with internal and/or external actor(s) and carrying out field visits;

Supports in capacity building of staff in programme planning and monitoring using project cycle management practices, and further supports the West Bank Field in strengthening Programmes,

services and activities through project cycle management practices;

Assists in the management of UNRWA's programmes and projects in the form of project submissions, revisions and reallocations throughout the project lifecycle of needs assessments, project design, budgeting, monitoring and reporting in order to fulfil the requirements of UNRWA's Programme Management policies;

Supports in partnerships and fundraising efforts to obtain maximum benefit and to ensure efficient use of resources in the implementation of programmes and projects;

Supports the integration of cross-cutting issues such as gender, protection and disability;

Participates in operational research projects and updates advocacy material on refugee population, protection issues and UNRWA programmes in the West Bank;

Supports and leads Field working groups on issues that require the collaboration of two or more Programmes, for example, economic development or disability;

Undertakes missions within the West Bank to evaluate and improve the planning, programming, implementation and monitoring of assistance programmes;

Performs such other duties as may be assigned.

#### **IV. Qualifications and Experience:**

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Education (only Master's degree or equivalent):

*(Indicate Master's degree or equivalent in specified development-related discipline, and desired emphasis, if applicable)*

Advanced university degree in Social Sciences, Development Studies or any other related discipline.

Work Experience (at least 1 to 2 years relevant work experience):

*(Indicate the desired work experience in key areas, if appropriate)*

Minimum of two years of work experience in a programme support function related to humanitarian and/or development programmes (in a developing country is highly desirable).

Experience with internal and/or external coordination is an asset.

Knowledge of Middle Eastern politics, culture and history is an asset.

Key Competencies of the assignment:

*(Indicate technical knowledge, professional/language skills)*

Ability and experience in planning and developing projects including drafting of fundraising proposals;

Strong analysis skills and ability to think strategically;

Knowledge of project cycle management and logical framework analysis;

Knowledge of change management and mainstreaming strategies;

Ability to work independently and in teams, sensitivity to cultural and gender issues;

A solid understanding of participatory planning and integrated programming methodologies;

Familiarity with and a supportive attitude towards processes of strengthening staff capacity;

Ability to thrive in a fast-paced, multi-tasking environment;

Excellent written and spoken English; strong communication skills and ability to present issues and

recommendations in a clear and concise manner;

Prior work experience in the NGO sector or United Nations is desirable;

Working knowledge of Arabic is desirable.

#### **V. Learning Expectations:**

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

*(Indicate training / learning activities, based on which learning programme will be structured. Indicate what the incumbent will learn during the assignment, defined in measurable results and broken down by year. Specify what subjects will be taught in the course of the orientation briefing upon JPO's arrival at the duty station.)*

Improved capacity to facilitate change management processes within human development and humanitarian programming;

Improved skills on drafting assessment reports and fundraising proposals;

Improved understanding of UN systems, programmatic issues and complex humanitarian contexts;

Knowledge of mainstreaming practices with specific attention to gender, protection and disability;

Knowledge of UNRWA mandate and improved knowledge of Palestine refugees issues;

(Refresher) Training will be given in project cycle management within the UNRWA framework;

On-the-job training and coaching will be given by the FPSO in relevant areas;

Possibilities for further study may include online courses and self-study.

#### **VI. Background Information:**

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*(Briefly give background/outline of the programme/projects the JPO will be working on, e.g., history, recent developments, and briefly describe planned developments concerning the programme/projects. Provide some basic information about the office: number of international and national staff in the whole office and in the unit where the JPO will be working, etc.)*

UNRWA is mandated to provide assistance and protection to some five million registered Palestine refugees. Its mission is to help Palestine refugees in Jordan, Lebanon, Syria, the West Bank, and the Gaza Strip to achieve their full potential in human development, pending a just solution to their plight. UNRWA's services encompass education, health care, relief and social services, camp infrastructure and improvement, microfinance, and emergency assistance. UNRWA is funded almost entirely by voluntary contributions. UNRWA is the largest UN operation in the Middle East, with more than 30,000 staff. Most of these staff are refugees themselves, working directly to benefit their communities - as teachers, doctors, nurses or social workers.

The Programme Support Office at UNRWA West Bank Field Office is a department mandated to provide support to programmes to ensure their effective implementation of quality interventions that provide much needed services to beneficiaries within the West Bank. The Programme Support Office also support the programmes on capacity building on issues such as planning and monitoring of interventions, in order to achieve greatest impact for beneficiaries. Furthermore, the Programme Support Office ensures quality reporting to donors and contributes to UNRWA internal and external reporting procedures. In addition, due to the ongoing conflict in the oPt, Programme Support Office also supports humanitarian assistance to Palestine refugees to alleviate their immediate needs.

Approximately 4,500 national staff and 29 international staff work at UNRWA West Bank Field Office.

Please note that in the online version you will be asked to upload an updated **organigramme**.

## **VII. Information About Living Conditions at the Duty Station:**

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*(Indicate briefly the main characteristics of the place of assignment)*

The JPO will reside in Jerusalem, which is a family duty station. It is currently at UNDSS security level MODERATE. As is the case for UN staff and partners, the JPO will make his/her own arrangements for housing and transportation to and from work. International UN personnel rent furnished or unfurnished apartments found using agents or by word-of-mouth through colleagues. Personnel in Jerusalem and its vicinity usually use their own cars for transportation. Internationals who want to arrive or leave the country can either enter through Queen Alia International Airport in Amman and cross King Hussein/Allenby Bridge, or Ben Gurion Airport in Tel Aviv. Travel into the West Bank is only permitted in a UN vehicle with a UN driver, and no overnight stays are permitted. Travel into Gaza is only permitted in an armoured UN vehicle with a trained driver. Overnight stays in Gaza are strictly confined to an approved, secure hotel.

The JPO will work in Jerusalem and the West Bank. The West Bank is currently at UNDSS security level MODERATE and the JPO will be required to conduct regular field trips within refugee camps, urban areas and rural villages in the West Bank. The JPO will be exposed to a community living in an insecure environment with high levels of poverty.

Jerusalem has a Mediterranean climate with hot, dry summers and short, wet, cool winters; temperature and rainfall vary depending on altitude and location. The Palestinian dialect is common to Jordan, Syria, Lebanon, Egypt, and parts of Iraq. In Jerusalem, both English and Hebrew are also common. The Israeli shekel (NIS) is the currency of the occupied Palestinian territory and Israel. The time zone is GMT +2 hours.

The health care sector is divided into public health services and private ones. The public health sector is accessible to all. Better health services can be found in private clinics and hospitals which are spread out mainly in larger cities. Sophisticated medical care, including for children, is available throughout Jerusalem. Primary and secondary education is available for the children of international personnel in Jerusalem, which includes several schools such as the Anglican International School of Jerusalem and the Lycée Français de Jerusalem.

### **Approved by:**

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Name:  
Meg Audette

Title:  
Deputy Director of UNRWA Operations (Programmes), West Bank

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East Jerusalem, oPt

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### **Submitted by:**

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Name:  
Laurianne Leca

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24 October, 2017