



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

UNRWA is a United Nations agency established by the General Assembly in 1949 and is mandated to provide assistance and protection to a population of some 5 million registered Palestine refugees. Its mission is to help Palestine refugees in Jordan, Lebanon, Syria, 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. For its international team, UNRWA seeks the services of a seasoned, innovative manager, highly motivated to provide skilled leadership in the position of:

***Director of Administrative Support***

<b>Vacancy Announcement Number</b>	12-HQ-AM-59
<b>Grade</b>	D-1
<b>Deadline for Applications</b>	26 October 2012
<b>Duty Station</b>	Amman

Under the direct supervision of the Deputy Commissioner General, the Director of Administrative Support is a member of the UNRWA senior management team and is responsible for providing leadership to the Department and ensuring that administrative support services across the Agency are efficient, effective and to the highest standards. The incumbent is responsible for leadership to the Department of Administrative Support (DAS) comprising the Procurement and Logistics Division (PLD), the Information Systems Division (ISD), Safety and Security Division, and the General Services Section at HQ Amman and HQ Gaza. He/she will ensure that the objectives and activities of DAS are in line with the Agency's mandate and strategic direction. In accordance with the established Agency policy and procedures, the incumbent will:

**Primary Duties and Responsibilities**

- Act as the principal advisor to the Commissioner-General, the Deputy Commissioner-General and Directors on issues related to procurement and logistics, security, information systems and general and administrative services
- Direct and provide effective leadership for the department; evaluate progress and performance ensure exchange of information, experience and learning; develop new strategies and identify courses of action to accelerate/improve delivery of administrative support; develop and establish work plans for departmental staff; monitor compliance with the same and ensure that the needs of the department are met in terms of staff requirements, budgeting and financial control;
- Lead and provide advice and support with regard to procurement throughout the Agency, including the issuance of policies, manuals, tools and guidelines; provide support and oversight for the Agency's procurement framework; clear all high-risk contracts Agency-wide ensure that the procurement procedures are followed and regular reports are provided to the Commissioner-General; coordinate and provide guidance to the Procurement and Logistics Division as well as Field Offices; oversee the development of procurement, logistics and supply plans; ensure appropriate up-to date strategic and tactical advice to Field Office staff to effect efficient procurement, clearance, storage and distribution of supplies and equipment in support of the Agency's programme implementation;
- Advise on and coordinate UNRWA's response to safety and security issues as part of the United Nations Security Management System and the UNRWA Security and Risk Management system;

provide advice and guidance to the Commissioner-General and other actors and advise on the compliance with the accountabilities outlined in the United Nations Security Management System Framework of Accountability and the UNRWA Framework of Accountability;

- Lead the development of a wide range of strategic and tactical safety and security policies and procedures, ensure implementation of and compliance with safety and security policies within UNRWA fields and programmes. Lead and coordinate the preparation of audits and reports on safety and security related matters; advise on and as applicable, make decisions relevant to the overall safety and security of UNRWA personnel, their recognized dependents, premises and assets; represent the Commissioner-General at UNSMS policy forums including the Inter-Agency Security Management Network (IASMN);
- Lead, coordinate and provide up-to-date strategic direction to the Agency's IT plans, systems and projects; ensure the provision of technical guidance on Information Systems Division (ISD) support to HQs & Field Offices; ensure that ISD strategic and technical plans and activities are aligned with the Agency's Enterprise Resource Planning project, and appropriately and actively support the ERP team in its implementation, roll-out and maintenance;
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- Coordinate and provide guidance on administrative support services at both HQ (Amman) and HQ (Gaza), provide advice to the Field Offices on matters falling within the purview of DAS, serve as Agency focal point for the UN's Greening of the UN efforts;
- Serve as a member of the Commissioner-General's Management Committee and other committees as appropriate, represent UNRWA in various inter-agency fora, as applicable;
- Conduct field visits to assess service efficiency, identify problems and institute remedial measures.

### **Professional Knowledge and Experience**

- Advanced university degree in public or business administration, or related field;
- At least 15 years of relevant, wide ranging and progressive experience of which ten years should have been with UN, governmental or international agencies. including 5 years at a senior managerial level;
- Excellent command of written and spoken English.

### **Competencies**

- Vision, planning and organizing: Strong strategic abilities, ability to plan and work to tight deadlines and handle multiple concurrent activities;
- Leadership, management and administration: Demonstrated leadership, supervisory and management skills; wide-ranging expertise at the strategic and operational level including change management experience, in the occupational areas of the portfolio;
- Excellent knowledge of current and emerging developments, policies related to administrative support services, budget management and security; in particular knowledge and experience of systems and processes related to procurement, information and communications technology and the United Security Management systems or comparable safety and security frameworks / services in a global/humanitarian setting;
- Innovation: Demonstrated proficiency of introducing new initiatives and change in the workplace to enhance capacity and effectiveness;
- Communication: Highly developed communication (spoken, written and presentation) skills;
- Political awareness: Sound understanding of national, regional and international political trends;
- Institutional awareness: Sound understanding of the UN and Agency policy and practice, within the larger context of humanitarian agencies in general and of the Agency's mandate and role in particular;
- Professionalism: Seasoned negotiating skills; ability to resolve complex and/or sensitive issues;
- Teamwork: Strong interpersonal skills and ability to establish and maintain effective working relations with people in multi-cultural, multi-ethnic environment with sensitivity and respect for diversity.

### **Desirable Qualifications**

- Knowledge or awareness of activities of UNRWA operations and services;
- Knowledge of Middle Eastern culture and environment;
- Knowledge of Arabic;
- Knowledge and experience in organizational development and management/systems reform.

## Equivalency

When the minimum requirements are not fully met, the Director of Human Resources may exceptionally substitute part of the unmet requirements with a combination of relevant academic qualification, additional professional training and progressive relevant work experience. NB: Work experience alone or formal qualifications with no relevant work experience are not considered an acceptable combination.

## Additional Information

- The incumbent will be required to travel to the area of operations in the Middle East;
- The incumbent will be required to work long irregular hours.

## Conditions of Service

UNRWA offers an attractive compensation package including annual salary starting at **\$103,204** net tax free with dependants or **\$95,394** single, plus post adjustment of **43%** (subject to change without notice). Other benefits, subject to eligibility, include education grant, dependency allowance, home leave, pension fund, health insurance, mobility and non-removal allowance and 6 weeks annual leave. All UNRWA duty stations (with the exception of Gaza and Syria) are family duty stations. Initial contract is for one year, with the possibility of further extensions subject to the availability of funds and the continuing need for the post.

## 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**. Please note that UNRWA only accepts degrees from accredited educational institutions. **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. Initial contract is for one year, with the possibility of further extensions subject to the availability of funds and the continuing need for the post.

**UNRWA does not charge a fee at any stage in the recruitment process.**

## General Information

UNRWA encourages applications from qualified and experienced women.

UNRWA welcomes applications from qualified candidates with disabilities.

UNRWA is a United Nations organization whose staff are expected to uphold the highest standards of integrity, neutrality and impartiality. This includes respect for human rights, for diversity, and for non-violent means of dealing with all kinds of conflict. UNRWA staff are expected to uphold these values at all times, both at work and outside. Only persons who fully and unconditionally commit to these values should consider applying for UNRWA jobs. UNRWA is a non-smoking work environment.

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