



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



Vacancy Announcement

Field Eligibility and Registration Officer, Grade 16 **(Re-Advertisement)**

Vacancy Announcement Number	02-04-2020
Deadline for Applications	07 May 2020
Source of Fund	Programme Budget
Contract Type & Duration	Fixed-Term Appointment for 3 years including 1 year probation period, with the possibility of further extension, subject to the availability of funds, satisfactory performance and continuing need
Department	Gaza Field Office – Relief and Social Services Programme

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.

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.

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, the incumbent reports to the Chief Relief and Social Services Programme (CFRSSP) through Deputy Chief Relief and Social Services Programme.

In accordance with established Agency policy and procedures, the ideal candidate:

- Manages and plans the Eligibility and Registration activities, including reviewing/recommending amendment where necessary, and supervising the implementation of eligibility and registration instructions, manuals and procedures governing eligibility and registration activities, to improve the quality of services provided to registered refugees;
- Provides overall supervision, technical guidance and support to Registration and Eligibility staff in the Field and Areas; conducts field visits to ensure that work is carried out in a consistent and efficient manner;
- Verifies and recommends the new registration and re-registration applications submitted by refugees to determine their eligibility for registration according to the stipulated eligibility and registration criteria prior to recommendation for action by the Chief, Relief and Social Services Programme;
- Supervises data verification and analyses for planning and monitoring purposes and ensures the smooth running of the Refugee Registration Information System (RRIS) in coordination with the Senior Refugee Registration Information Systems Officer, HQA;
- Acts as the focal point for queries on eligibility and registration status from internal and external parties and corresponds accordingly; acts as the principal custodian for the authentication of the Agency's registration records and digitally scanned documents of registered refugees/persons, ensuring their safety, accuracy and appropriate usage;
- Maintains and enhances good relations and coordinates with all Departments/Programmes in UNRWA and external concerned parties to facilitate an accurate registration processes, and other Divisional activities;
- Performs training needs assessment to Eligibility and Registration staff; organizes and implements the required training and capacity building to improve service delivery;
- Manages the Division's budget, including budget preparation and expenditure monitoring, preparation of Key Performance Indicators; contributes to the overall Department planning and management
- Performs other duties as may be assigned by the supervisor(s).

Additional information

- The incumbent is required to travel within the Field in performing his/her duties, thus must be willing and qualified to drive an Agency vehicle in the course of duty. Work may include irregular working hours/days.

Conditions of service

- Basic Salary: Monthly basic salary from \$1705.00 plus a Senior Professional Officer allowance 15% of basic salary; and monthly dependency allowance up to \$123.25.
- Contract Duration: Three years including 1 year probation period.
- Leave: 36 days of annual leave for staff attending UNRWA duty stations with six-day working week. 30 days of annual leave for staff attending UNRWA duty stations with five-day working week.
- Pension: Provident Fund contribution (15% of basic salary paid by the Agency)
- Other conditions of service and benefits may apply.

To qualify for this position, you will need:

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| Education | A university degree in Business Administration, Demography, Population or any related discipline; |
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Experience At least six years' relevant experience of which at least three years should have been at a supervisory level.

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

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. Default managerial competencies may apply. In addition the following functional competencies apply:

- Leading and Supervising.
- Relating and Networking.
- Planning and Organizing.
- Applying Technical Expertise.

Equivalency

When the minimum requirements are not fully met, Field Director for Field Area staff and Director of Human Resources for Headquarters Area staff, in consultation with the concerned supervisor may exceptionally substitute part of the unmet requirements with a combination of relevant academic qualifications, 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

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

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

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.ps> by creating a personal profile and completing UNRWA Personal History Form. Only applications received through <http://jobs.unrwa.ps> will be considered. **UNRWA only accepts degrees from accredited educational institutions. Due to the large number of applications received for UNRWA vacancies, only applicants short-listed for interview will be contacted by e-mail or SMS. No follow up phone calls will be made. Please ensure that the e-mail address that you will indicate in your Personal History Profile is accurate.**

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

This vacancy notice is open to internal and external candidates.

Only candidates residing in Gaza with authorization to work in Gaza duty station at the time of application are eligible to apply. The Agency will not assume responsibility or accountability to support or facilitate the issuance of work permit in the duty station, and without a valid work permit, the appointment may be rescinded.

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.

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.

On appointment, all individuals will be asked to sign a self-attestation, confirming that they have not committed, been convicted of, or prosecuted for, any criminal offence and that they have not been involved, by act or omission, in the commission of any violation of international human rights law or international humanitarian law.

Date of issue: 23 April 2020