



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



Vacancy Announcement

Head, Field Human Resources Office, P-4 (re-advertised) Gaza

Note: Candidates having previously applied to vacancy numbers 19-FO-GA-20 and 19-FO-GA-28 need not re-apply.

Deadline for Applications	3 November 2019 (20 October 2019 for internal applicants)
Duration	2 years, with the possibility of further extension
Vacancy Announcement Number	19-FO-GA-54

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 Gaza

The Gaza Strip is home to a population of approximately 1.4 million Palestine refugees out of a population of around 1.9 million people. It has one of the highest population densities in the world. Recurrent conflict, restrictions on the movement of people and goods, political uncertainty, and dilapidated public infrastructure constitute the backdrop of a steadily declining socioeconomic situation. Gaza has been the subject of not only the occupation but also the blockade over the last ten years further reducing the possibilities for coping. UNRWA is the international organization responsible for the Palestine refugees and delivers education, health and mental health care, relief and social services, livelihood, microcredit and emergency assistance. UNRWA's responsibilities and role in Gaza are unique representing with over 12,500 staff in some 300 facilities involved in supporting all aspects of the life of the refugees.

Do you want to make a lasting difference?

If you are passionate about making a lasting difference for Palestine refugees in Gaza, this role will give you the opportunity to be responsible for managing and monitoring the Agency's most valuable assets, its workforce. More specifically, your responsibilities include attracting and retaining talented individuals, building trust, motivating staff, ensuring that staff possess the

knowledge, skills and attitudes necessary to perform their responsibilities, and preparing employees for future challenges. You will be the principal Adviser to the Director of Field Affairs and his/her senior deputy on all human resources matters.

The main responsibilities include:

- Providing strategic advice and support to the Field Director and his/her senior deputy, managers and staff on human resources related matters including core HR areas such as recruitment, appointment, transfer and assignment of Area staff in the Field and temporary staffing arrangements, management of reassignments and disciplinary issues; providing reports on all HR related activities; preparing special reports and participating and/or leading special human resources projects; keeping abreast of developments in various areas of human resources; designing and implementing a comprehensive communication plan whereby the staff and community are kept abreast of issues related to HR matters;
- Managing, supervising and monitoring the work of the Field Human Resources Department team in carrying out all human resources transactions including preparation of personnel actions, maintenance of staffing tables and processing of contracts; ensuring the team's timely response to all requests on human resources related matter; being responsible for setting the Human Resources strategic plan/vision; providing coaching, mentoring and training to the Field Human Resources Department staff members;
- Ensuring the application of Staff Regulations, Rules, Personnel Directives and Instructions, and other statements of policy governing the duties, obligations, privileges, benefits and entitlements of Agency staff; providing guidance and assistance to the Office of the Field Director and Field Departments on related matters and acting as principal point of liaison between the Director and the Area Staff Unions; providing advice and/or mediating in work-related conflict situations;
- In coordination with departments, programmes and other units plans, developing and implements recruitment strategies for the efficient and timely hiring and placement of staff including management of applicable on-line recruitment system, preparation and circulation of vacancy announcements, development of assessment tools, evaluation of applications, conducting area staff recruitment campaigns; providing guidance to hiring managers on job reviews and development of post descriptions; arranging for/ or chairing Area staff and non-regular staff Interview Panels and making consequent decisions or recommendations to the Field Office Director or his /her assigned senior deputy; preparing job offers for successful candidates; reviewing and recommending level of remuneration for consultants; coordinating the placement of interns and volunteers, and administering related issues; managing and improving the use of area staff rosters utilized in the field; designing, coordinating and providing relevant statistical information and data on field recruitment activities, effectiveness of media, gender analysis etc., collaborating with gender experts and providing information to interested groups regarding employment opportunities;
- Reviewing and providing advice on interpretation of policies, regulations and rules; administering and providing advice on salary and related benefits, travel, and entitlements in accordance with the set staff rules; determining and recommending benefits and entitlements for staff on the basis of contractual status; supporting salary and entitlement surveys; informing and explaining to staff in respect of rights, responsibilities, code of conduct, sexual exploitation and abuse (SEA), harassment/prohibited conduct policies and difficulties associated with work and entitlements;
- Being responsible for the assessment, implementation and evaluation of the Field's Performance Management System; assisting and advising the Field Director and his/her assigned Senior Deputy and Heads of Departments, Programmes and other units in determining appropriate staff development plans; maintaining confidential central records of the Field Human Resources processes including grievances and complaints and coordinating their resolution, and where appropriate liaising with Field Legal Officer/consultant to resolve cases and preparing responses to requests for Decision Reviews; ensuring transparent, fair and consistent application of disciplinary measures, and reviewing and providing advice on policies that would prevent recurring conflicting situations;
- Providing advice to the Field Director and/or his/her assigned senior deputy regarding HR planning; participating in the preparation and development of a yearly HR plan and overseeing its implementation; evaluating the outcomes of the plan and taking necessary actions, as required. Overseeing the preparation and delivery of training and development programmes and of staff mobility programmes to build the capacity of the field staff; evaluating effectiveness and impact of staff development and career support programmes and

recommending ways to enhance effectiveness and impact.

Conditions of service

UNRWA offers an attractive and competitive compensation package including annual salary starting for **\$72,637** net tax free, plus post adjustment of **51%** (subject to change without notice). 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 benefits available to staff working in Gaza:

- ✓ Hardship allowance
- ✓ Non-family service allowance
- ✓ R&R leave (currently every 8 weeks)
- ✓ Family visit travel

Additional information

The incumbent will be required to reside in the field of assignment and to travel in the Agency's area of operations in the Middle East, as and when required.

To qualify for this position, you will need:

- Education** Advanced university degree (Master's or equivalent) from an accredited educational institution in human resources management, business administration, social sciences or related discipline; 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** Eight years of progressively responsible and relevant experience in human resources management including staff administration, recruitment, training and development, with at least three years of experience as head of an HR Division or team leader in an HR department, in a large governmental, international or commercial organization, including experience in developing countries; including two years of international experience outside one's home country;
- Language(s)** Excellent command of written and spoken English.

Desirable qualifications:

- Advanced computer literacy and knowledge of HR database;
- Membership, or eligibility for membership, of a registered HRD professional body;
- Working knowledge of Arabic and/or any other UN language;
- Knowledge of UN Rules and Regulations;
- Knowledge of Middle Eastern cultures and employment practices;
- Possession of a driving license, valid for at least two years and recognized by local law.

You will also need to demonstrate the following competencies:

- Demonstrated in-depth technical knowledge of all aspects of human resources management with proven analytical skills; commitment to implementing the goals of gender equality as set out by the Agency;
- Ability to develop clear goals that are consistent with agreed strategies and capability to monitor and adjust plans and actions as necessary;
- Ability to reach objective and reasoned positions and to articulate these clearly;
- Proven ability in working independently in addition to leading and working as part of a team, managing their output; and providing advice, coaching and mentoring as required;
- Established skills in building productive internal and external work relationships at all levels;
- Ability to negotiate persuasively a range of problems, to take and defend collaborative decisions that include sensitive, complex and contentious issues and to advise managers and staff on different options to meet client needs;
- High level of motivation, initiative and creative thinking; good judgment;

- Ability to work to tight deadlines on multiple tasks, often under pressure;
- High degree of tact, diplomacy and discretion

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

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

Who we are

For almost 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 for UNRWA vacancies, only applicants short-listed for interview will be contacted. **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: 7 October 2019/CX