



<b>Post Title and Level:</b>	<b>Deputy Commissioner-General</b> (Assistant Secretary-General)
<b>Duty Station:</b>	Headquarters Amman, Jordan
<b>Organization Unit:</b>	United Nations Relief and Works Agency for Palestine Refugees (UNRWA)

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### **Organizational Setting and Reporting Relationships:**

The Deputy Commissioner-General (DCG) reports to the Commissioner-General and assists him/her in providing strategic direction and leadership to all aspects of the Agency's policies, programmes and operations. UNRWA, a subsidiary organ of the UN General Assembly, fulfils its humanitarian and human development mandate by providing protection and essential services to Palestine refugees, currently numbering five million, in the Gaza Strip, the West Bank, Jordan, Lebanon and the Syrian Arab Republic. The DCG is appointed by the Secretary General.

### **Responsibilities:**

- Advises the Commissioner-General on all aspects of the Agency's management and operations, providing leadership and coordination to the Agency's programmes and Headquarters support Departments ensuring UNRWA's effective response to the human development and humanitarian needs of over five million Palestine refugees in the Agency's area of operations
- Leads Headquarters support departments including senior staffing and resource allocation mechanisms, ensuring that decentralisation/delegation principles are implemented adequately, and control mechanisms are applied consistently.
- Coordinates work of the Departments of Internal Oversight Services, External Relations and Communications, and Legal Affairs and supports UNRWA's Administration of Justice system by reviewing contested administrative decisions for headquarters and field staff.
- Champions management reform processes including through developing accountability for results and nurturing an environment of innovation, best practice, financial sustainability and cost-effectiveness, and transparency.
- Leads and coordinates UNRWA's efforts to protect and ensure timely and effective provision of services to Palestine Refugees during times of crises, such as conflict and/or public health emergencies, ensuring effective preparedness and response throughout the Agency
- Chairs various internal management bodies, such as the Advisory Committee on Human Resources); the Advisory Committee on Resource Allocation; the Investment Review Committee; the Inter Staff Union Conference.
- Represents the Commissioner-General at senior/ministerial level with host and donor Governments, at international, regional and inter-agency meetings, seminars and

conferences, and with government and intergovernmental bodies, such as the General Assembly and its committees.

- Coordinates operational support to the field offices on all relevant aspects of programme and support management, as well as with regard to host country issues.
- Performs other tasks and assignments as requested by the Commissioner-General.

**Work implies frequent interaction with the following:**

Senior managers and staff within the Agency, UN Secretariat, UN Mission Heads and other UN offices, funds, programmes and specialized agencies, senior representatives of Governments and of non-governmental organizations, chairpersons and members of intergovernmental bodies.

**Managerial Competencies:**

- **Strategic vision and Decision-making:** Capacity to develop a shared vision and strategies, and direct their implementation, for the effective response to the human development needs of the Agency's beneficiaries, in line with the Agency's mandate.
- **Communication:** High level of communication skills in promoting the Agency's messages to internal and external stakeholders. Persuasive, effective in communicating in culturally diverse and politically complex environments.
- **Planning and Organizing:** Guides senior managers to develop clear goals that are consistent with agreed strategies and organizational priorities.
- **Results orientation:** Holds senior managers accountable for the delivery of high-quality results within allocated time and budget, while also ensuring organizational sustainability through effective resource mobilisation.
- **Creativity and innovation:** Encourages continuous innovation and improvement of programmes and services, approaches and processes.
- **Leadership:** Acts as a role model that others aspire to follow; empowers others to translate vision into results; is proactive in developing strategies to accomplish objectives; establishes and maintains fruitful relationships with a broad range of stakeholders; anticipates and resolves conflicts by pursuing mutually agreeable solutions. Proven leadership and decision-making with an emphasis on the development of innovative programmes with significant impact on the overall effectiveness of the United Nations. Intellectual and professional leadership for overall strategy, quality, delivery and results.

**Qualifications:**

UNRWA is seeking an individual with:

Education: Advanced university degree (Master's degree or equivalent) from any accredited educational institution, preferably in management, business or public administration, finance, accounting, law, social sciences or related area.

Experience: At least 15 years of progressively responsible and relevant experience in managing large scale humanitarian and human development operations in an

international context involving both programme and support management, fundraising, and complex relations with multiple stakeholders.

Language: Fluency in written and spoken English, with excellent writing and presentation skills. Knowledge of another UN language, particularly Arabic and/or French, is an asset.

Extensive experience in human development operations in complex field settings;

In depth knowledge and understanding of regional political issues in the Agency's area of operations;

Proven resource mobilisation capabilities for a large organization;

Proven experience implementing management and organizational reforms in challenging environments;

Comprehensive understanding of budgeting, financial management and strategic planning in complex humanitarian and/or developmental organizations;

Extensive experience working with diplomatic missions;

Experience dealing with staff unions desirable.

*Updated: April 2020*