

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

Terms of Reference

Post Information

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| 1) Post Title: | Senior External Relations and Projects Officer |
| 2) Post Grade: | P4 |
| 3) Duty Station: | Jerusalem |
| 4) Department: | External Relations and Communications (ERCD) |
| 5) Duration of Assignment: | Fixed-Term - One Year, with possibility of extension; total duration of assignment may be up to two years. |

Organizational Setting

Under the supervision and guidance of the Deputy Director, External Relations and Communications, the Senior External Relations and Projects Officer performs as an integral part of the External relations and Communications team at Jerusalem.

Duties and Responsibilities

In accordance with established Agency policy and procedures, the incumbent:

- 1) Manages relationships with Japanese government as well as other donors; provides a consistently high level of customer service to Japanese and other Delegations, negotiating bilateral agreements to successful conclusion; conducts outreach with and ensures dissemination of accurate information regarding the Agency's functions among Japanese and other government officials, media, civil society and the public; analyzes, reviews and edits progress reports and drafts correspondence for the purpose of fund-raising and advocacy;
- 2) Manages and helps develop the Agency's relationships with International Financing Institutions (IFIs) and Multi Donor Trust Funds; supports ERCD's Senior Management in expanding the Agency's outreach to IFIs to raise funds from this new source of income; establishes a strategy to approach other Trust Funds and other institutions with the aim of establishing cooperation mechanisms in support of the Agency's activities and programmes;
- 3) Negotiates bilateral agreements and Memorandums of Understanding (MOUs) with major donors on behalf of the Agency; negotiates and drafts project proposals with donors in coordination with field offices; analyses, reviews and edits project proposals

and progress reports; drafts correspondence for the purpose of fund-raising and advocacy; produces briefing materials and talking points for senior management including the Commissioner-General, Deputy Commissioner-General, Director, UNRWA Representative Office in New York and Head, UNRWA Representative Office to European Union, Brussels and Geneva;

- 4) Works in close coordination with colleagues in the External Relations and Communications Department, the Executive Office, Programme Departments and other concerned departments of the Agency to develop a concept and deliver a major event for UNRWA's stakeholders with the objective of promoting the Agency amongst this key group and securing a higher degree of stakeholder involvement in UNRWA's work;
- 5) Promotes and implements the Agency's Resource Mobilization Strategy with results-oriented concrete actions; organizes and participates in senior level missions to donor capitals and Institutions' Headquarters; participates in major meetings and conferences including the hosts and donors meetings and policy-level bilateral discussions with senior government civil servants or at the political level; supports Advisory Commission Secretariat with donor liaison on specific issues ensuring timely follow-up; organizes and participates in donor field trips in the five fields of operations including high level delegations from capitals;
- 6) Ensures proactive coordination with concerned departments, Field Offices and Representatives Offices on contributions, donor-funded projects and external relations activities and ensuring timely follow-up; is responsible for donor liaison and Agency coordination in the recruitment of non-regular staff including Junior Professional Officers (JPOs) and other kinds of contributions of personnel from donor governments and private organizations; explores opportunities for new sources of non-regular staff;
- 7) Performs such other duties as may be required.

Professional Knowledge Required

1. Level and Field of Study

Advanced university degree (master's degree or equivalent) in political science, international relations, public administration, law, economics and similar field.

2. Length and type of experience

- 1) At least eight years' experience working for a national/international organization or development agency in fund raising, public information and/or external relations of which three years at least are at a senior level;
- 2) Experience in project management/design.

3. Language

Excellent command of written and spoken English and Japanese.

4. Competencies

- 1) Ability to establish and maintain effective working relations in a multi-cultural, multi-ethnic environment with sensitivity and respect for diversity;
- 2) Strong communication skills, ability to handle details and present a persuasive case;
- 3) Proven ability to maintain good professional relations with a variety of interested stakeholders in different settings;
- 4) Ability to develop clear goals, independently plan and prioritize private work, work well under tight dead lines and handle multiple concurrent activities;
- 5) Positive attitude and strong analytical, interpersonal communication and coordination skills;
- 6) Ability to find creative solutions to problems and negotiate with and influence others;
- 7) An understanding of the culture and political complexity of the area;
- 8) Excellent computer skills.

5. Desirable qualifications

Knowledge of UN system

Note

Independence of work

- 1) Application of guidelines

Work is broadly in accordance with Agency policy and existing guidelines; however, the incumbent is expected to be innovative and take initiative in identifying opportunities to enhance relations with donors, contribute to increasing contributions from donors, and developing and implementing improvements to the monitoring and reporting process.

- 2) Supervisory control over work of the incumbent

Deputy Director of External Relations and Communications exercises general supervision. The incumbent operates with minimal supervision. The incumbent's work is evaluated in terms of outputs and attainment of objectives.