

UN VOLUNTEER DESCRIPTION OF ASSIGNMENT

JORR000496--Information Management Officer

The United Nations Volunteers (UNV) programme is the UN organization that promotes volunteerism to support peace and development worldwide. Volunteerism can transform the pace and nature of development and it benefits both society at large and the individual volunteer. UNV contributes to peace and development by advocating for volunteerism globally, encouraging partners to integrate volunteerism into development programming, and mobilizing volunteers. In most cultures volunteerism is deeply embedded in long-established, ancient traditions of sharing and support within the communities. In this context, UN Volunteers take part in various forms of volunteerism and play a role in development and peace together with co-workers, host agencies and local communities. In all assignments, UN Volunteers promote volunteerism through their action and conduct. Engaging in volunteer activity can effectively and positively enrich their understanding of local and social realities, as well as create a bridge between themselves and the people in their host community. This will make the time they spend as UN Volunteers even more rewarding and productive.

General Information

Country of Assignment	Jordan
Host Institute	United Nations Children's Fund
Volunteer Category	National Specialist
Number of Volunteer	1
Duration	6 months
Possibility of Extension	Yes
Expected Starting Date	Immediate
Duty Station	Amman [JOR]
Assignment Place	Family Duty Station

Assignment Place Remark

National UN Volunteers in Jordan are entitled for a monthly Volunteer Living Allowance (VLA) at the amount of **JOD 818.25**; annual and learning leaves; free life and medical insurance; and free access to different learning platforms. For more information on UN Volunteer benefits, entitlements and support, please visit: <https://www.unv.org/become-volunteer/volunteer-your-country/conditions-service>

Living Conditions

Amman, the capital, is a peaceful city with over four million residents. People are friendly to visitors. Services in terms of banking, transportation, health and communications are easily-available. Though Arabic is the official language, English is widely spoken among the majority of the population, especially in Amman. Road network is good both in terms of spread and quality of the roads. Public transportation in Amman is limited. Taxis are relatively cheap and easily available. There are a number of shopping malls, restaurants, gyms, and cinemas. A large variety of accommodation options can be found; however, it is worth noting that prices in Amman have generally increased in the past few years. There are no specific security threats. Amman is a very easy city in which to live; large,

T. +49 (0) 228-815 2000

A. PO Box 260111, 53113 Bonn, Germany

F. +49 (0) 228-815 2001

W. www.unv.org

We are inspiration in action

many amenities, very modern and serviced by an international airport with direct flights to most capital cities. According to the assessment of the UN Department of Safety & Security (UNDSS) Jordan is a family duty station (category A hardship).

As this is a national UN Volunteer assignment, the UN Volunteer will be responsible for arranging his/her own housing and other living essentials. National UN Volunteers are part of the malicious insurance plan.

Assignment Details

Assignment Title Information Management Officer

Organizational Context & Project Description

Since 1952, UNICEF has been working closely with the government of Jordan and civil society partners, promoting, protecting, meeting and reporting on the rights of all children in the country, irrespective of their nationality or status.

Jordan has a population of 9.5 million including 4 million children. Over 70 per cent of the population is under 30 years of age. Despite being challenged by regional instability and various waves of refugees, significant progress has been made in the realization of children's rights to survival, development and protection in Jordan.

Under 5 mortality has fallen by 44 per cent to 19 deaths per 1,000 in the past 25 years. Vaccination and access to improved water and sanitation are nearly universal. While gaps remain in terms of neonatal health and social protection systems, 97 per cent of Jordanian children were enrolled in primary education in 2014. However, key challenges remain, including high domestic violence rates affecting children despite the recent adoption of legislation to protect victims of domestic violence. There is also very limited access to early childhood education, with only 59 per cent of five-year-olds and 18 per cent of four-year-olds attending, preventing the vast majority of young children from the resulting well documented benefits. Jordan also remains in a precarious position in terms of the environment. It is one of the most water scarce countries in the world and its expanding population and rapid urbanization are straining its water resources and infrastructure.

Jordan has assumed a heavy burden due to its hosting of refugees along the years in response to the crisis affecting the region and has become the second country in the world hosting the largest number of refugees relative to its population and the highest density of refugees relative to its territory. Today, one in eight people in Jordan is Syrian, more than half of them children (Census 2015), and Jordan hosts over 650,000 Syrian refugees registered with UNHCR. This is in addition to previous refugee inflows, most notably the registered Palestinians refugees which make up more than 22 per cent of the population. The refugee crisis places additional pressure on Jordan's scarce resources and strains national institutions responsible for delivering social services.

Since the first confirmed case of COVID 19 in Jordan on March 2, 2020, UNICEF Jordan, hand in hand with the government, civil society partners and other UN agencies, has channelled much efforts in supporting the country's most vulnerable population to ensure their access to basic social services during this unprecedented national health and socio-economic crisis.

Under this context, the UNV will be joining the Planning, Monitoring and Evaluation Section (PME) responsible for managing and analyzing the data as well as the information pertaining to UNICEF's work in Jordan, including social media management support.

Sustainable Development Goals 10. Reduced Inequalities

Task description

Under the direct supervision of PME Chief, the Information Management Officer will be responsible to provide support to the PM&E section in performing the below mentioned planning, monitoring, studies and evaluation tasks which are related to UNICEF Jordan's COVID 19 response especially in the areas of Risk Communication and Community Engagement Efforts (RCCE).

1- Support the office-wide annual work planning, reporting, review and risk management activities;

- Technically support the office-wide work planning and review activities for COVID-19 related activities especially in the areas of RCCE.
- Support UNICEF Country Annual Reporting process by consolidating inputs and performing quality check;
- Monitor management indicators (global KPIs) and implementation of the follow-up actions agreed at key management meetings/events;

- Update and maintain country programme monitoring dashboard;
- Organise monthly programme coordination meetings in consultation with the Deputy Representative;
- Support UNICEF Country Annual Reporting process by consolidating inputs and performing quality check;
- Support partners' capacity building activities in risk management.

2- Assist evaluations, studies and researches that are impartial, independent, credible and meet professional standards.

- Support COVID-19 related studies and evaluations conducted by staff members and consultants;
- Provide scheduling and logistical support for individual evaluations and evaluation field visits;
- Support the application of quantitative and qualitative data collection and analysis tools, techniques and approaches in the area of COVID-19;
- Ensure that that evaluation findings and recommendations are followed- up;
- Submit evaluation and study reports to the UNICEF database;
- Assist in monitoring of evaluation management responses;
- Participate in meetings, workshops and other fora to discuss the importance and usefulness of evaluation results;
- Update IMEP and undertake knowledge management activities in support to the evaluation function.

3- SDG monitoring

- Work with other UN agencies in supporting any SDG monitoring related tasks;
- Assist the country in embedding evaluation evidence in Voluntary National Reviews (VNRs);
- Provide support to the development of training materials for national counterparts and implementing partners.

Any other related tasks as may be required or assigned by the supervisor.

Furthermore, UN Volunteers are required to:- Strengthen their knowledge and understanding of the concept of volunteerism by reading relevant UNV and external publications and take active part in UNV activities (for instance in events that mark International Volunteer Day)- Be acquainted with and build on traditional and/or local forms of volunteerism in the host country- Provide annual and end of assignment reports on UN Volunteer actions, results and opportunities using UNV's Volunteer Reporting Application- Contribute articles/write-ups on field experiences and submit them for UNV publications/websites, newsletters, press releases, etc.- Assist with the UNV Buddy Programme for newly-arrived UN Volunteers- Promote or advise local groups in the use of online volunteering, or encourage relevant local individuals and organizations to use the UNV Online Volunteering service whenever technically possible.

Results/Expected Outputs

- The office-wide work planning and review activities with a focus to COVID-19 response are supported in timely manner;
 - Management indicators (global KPIs) and implementation of the follow-up actions agreed at key management meetings/events are monitored regularly;
 - Country programme monitoring dashboard updated and monitored;
 - Monthly Programme Management Team (PMT) meetings are organized and action points are recorded and updated;
 - UNICEF Country Annual Reporting process supported, and quality check performed with a focus to COVID 19 response;
 - Partners' capacity building activities are supported and follow-up actions are implemented;
 - Evaluations/studies are supported and final reports are submitted to the HQs in timely manner, and evaluation management responses are consolidated and monitored;
 - The office-wide review and planning events are supported;
 - SDG monitoring supported in collaboration with other UN agencies.
- The development of capacity through coaching, mentoring and formal on-the-job training, when working with (including supervising) national staff or (non-) governmental counter-parts, including Implementing Partners (IPs); • Age, Gender and Diversity (AGD) perspective is systematically applied, integrated and documented in all activities throughout the assignment • A final statement of achievements towards volunteerism for peace and development during the assignment, such as reporting on the number of volunteers mobilized, activities participated in and capacities developed

Qualifications/Requirements

Required Degree Level

Bachelor degree or equivalent

T. +49 (0) 228-815 2000

A. PO Box 260111, 53113 Bonn, Germany

F. +49 (0) 228-815 2001

W. www.unv.org

We are inspiration in action

The United Nations Volunteers (UNV) programme is administered by the United Nations Development Programme (UNDP).

Education - Additional Comments

Bachelor's degree in a relevant area, e.g. University degree in social science, economics, public administration or related field.

Required experience 24 months

Experience Remark

- 2 years of experience in the area of results based management (RBM), monitoring and evaluation, statistics and/or research methodologies;
- Relevant computer skills; specifically Microsoft Office (i.e. Word, Excel, PowerPoint) and social media. Familiarity with statistical software (i.e. SPSS, Stata) and data visualisation would be a strong asset; Motivated to contribute towards peace and development and to serve others;
- Good interpersonal, networking and communication skills;
- Willingness to contribute and work as part of a team; Flexible and open to learning and new experiences;
- Respect for diversity and adaptability to other cultures, environments and living conditions;
- Previous experience as a volunteer and/or experience of another culture, (i.e. studies, volunteer work, internship) would be highly regarded;

Language

- English (Mandatory) , Level - Fluent
- AND - Arabic (Mandatory) , Level - Fluent

Area of Expertise

- Monitoring and evaluation Optional

Area of Expertise Requirement

Need Driving Licence No

Competencies & Values

- Accountability
- Adaptability and Flexibility
- Building Trust
- Commitment and Motivation
- Commitment to Continuous Learning
- Communication
- Ethics and Values
- Integrity
- Professionalism
- Respect for Diversity
- Self-Management
- Technological Awareness
- Vision

Conditions of Service and other information

Condition of Service

[Click here to view Conditions of Service](#)

T. +49 (0) 228-815 2000
F. +49 (0) 228-815 2001

A. PO Box 260111, 53113 Bonn, Germany
W. www.unv.org

We are inspiration in action

The United Nations Volunteers (UNV) programme is administered by the United Nations Development Programme (UNDP).

Conditions of Service:

Note on novel coronavirus – COVID-19.

The rapidly changing nature of novel coronavirus COVID-19 has placed significant and increasing restrictions on the freedom of movement of people, even within countries. Such restrictions may affect the ability national UN Volunteers to begin their assignments at their assigned duty station or limit the ability to enter UN premises. Thus, UNV cannot guarantee assignments will proceed as normal.

Candidates for national UN Volunteer assignments requiring travel to the duty station may be exceptionally granted during this period alternative working arrangements to work from their place of recruitment until restrictions are lifted. Candidates for national UN Volunteer assignments may also need to begin their assignments remotely in cases where access to UN premises is restricted. These are decisions at the discretion of the host entity. Candidates proceeding to interview are recommended to discuss travel requirements, any restrictions, and possible alternative arrangements with the host entity. If selected, candidates should carefully consider the circumstances before accepting UNV's offer.

The contract lasts for the period indicated above with possibility of extensions subject to availability of funding, operational necessity and satisfactory performance. However, there is no expectation of renewal of the assignment.

Travel to duty station (if applicable) and a Settling-In-Grant will be provided in the event the duty station is not within commuting distance from the place of recruitment. The applicable Volunteer Living Allowance is provided monthly to cover housing, utilities and normal cost of living expenses. Life, health and permanent disability insurance are included (health insurance for up to 3 dependents), as well as final repatriation (if applicable) and resettlement allowance for satisfactory service.

Furthermore, in non-family duty stations that belong to hardship categories D or E, as classified by the ICSC, a Well-Being Differential (WBD) on a monthly basis will be provided.

For UN Volunteer entitlements, kindly refer to the link <https://vmam.unv.org/calculator/entitlements>

Supervision, induction and duty of care of UN Volunteers (Roles and Responsibilities of Host Entities)

UN Volunteers should be provided equal duty of care as extended to all host entity personnel. Host entity support to the UN Volunteer includes, but is not limited to:

- Introductory briefings about the organisation and office-related context including security, emergency procedures, good cultural practice and orientation to the local environment;
- Support with arrival administration and official processes;

- Structured guidance, mentoring and coaching by a supervisor including a clear workplan and performance appraisal;
- Access to office space, equipment, IT support and any other systems and tools required to complete the objectives of the assignment including a host entity email address;
- Access to shared host entity corporate knowledge, training and learning;
- Any necessary security measures, ensuring that UN Volunteers are covered by the United Nations Security Management System (UNSMS) in line with the UNDSS Security Policy Manual;
- Leave management;
- DSA for official travel, when applicable;
- All changes in the Description of Assignment occurring between recruitment and arrival or during the assignment need to be formalized with the United Nations Volunteer Programme.
- Investigate misconduct: sharing reports with the UNV;
- Provide emergency assistance, e.g. the death of volunteer or medical evacuation, in collaboration with UNV. Accept letters of guarantees or potential liabilities for covering medical costs not claimable under medical insurance in extraordinary situations (e.g. isolation facilities` services during pandemics).

Application Code

JORR000496-8264

Application procedure*** Not yet registered in the UNV Talent Pool?**

Please first register your profile at <https://vmam.unv.org/candidate/signup>. Important: After creating your account, complete all sections of your profile and submit it. Then go to 'My Page' at <https://vmam.unv.org/candidate/mypage> and click on the 'Special Calls' hyperlink. Lastly, select the special call to which you would like to apply.

*** Already registered in the UNV Talent Pool?**

Please first update your profile at <https://vmam.unv.org/candidate/profile>. Then go to 'My Page' at <https://vmam.unv.org/candidate/mypage> and click on the 'Special Calls' hyperlink to select the special call to which you would like to apply.

This is a national UN Volunteer assignment, therefore only nationals of Jordan and legal residents in Jordan with the status of refugee or with the status of being stateless are eligible to apply.

Application deadline: 28-11-2020**doa.apply_url**<https://vmam.unv.org/candidate/show-doa/Sk9SUjAwMDQ5Ng==>**Disclaimer**

United Nations Volunteers is an equal opportunity programme which welcomes applications from qualified professionals. We are committed to achieving diversity in terms of gender, nationality and culture.