UNRWA is the United Nations agency responsible for the protection, care and human development of a population of some 4.6 million Palestine refugees living in the Gaza Strip, the West Bank, Jordan, Lebanon, and the Syrian Arab Republic. The Agency is committed to assisting Palestine refugees in maintaining a decent standard of living, acquiring appropriate knowledge and skills, enjoying the fullest possible extent of human rights, and leading a long and healthy life. UNRWA is by far the largest UN operation in the Middle East with over 29,000 staff. Most of the staff members are refugees themselves, working directly to benefit their communities – as teachers, doctors, nurses or social workers.

**Grievances Officer**

**Location**
Lebanon Field Office

**Type of Appointment**
Fixed Term – Three Years

**Deadline for Application**
18 November 2013

**Vacancy Announcement Number**
73/2013

**Grade**
14

**Department/Division**
Office of the Director

**MAIN RESPONSIBILITIES**

In accordance with Agency policy and procedures, the incumbent:

(A) Manages end-to-end the petitions/complaints process, ensuring that adequate study, fair recommendation and written reply to the petitioner’s request have been met within quality standards and time frames as well as provides evidence and materials to support his/her recommendations;

(B) Participates in defusing tense situations that might arise in association with complex petitions/issues; manages any escalated petitions/complaints in an appropriate and professional manner;

(C) Reports on petitions/complaints types, volumes, trends, causes, etc., for executive management; maintains and updates electronic and manual correspondence of petitions for quality assurance documentation;

(D) Undertakes analysis of the root causes of petitions/complaints, using it as an impetus to drive continuous improvement policies, processes and procedures;

(E) Assesses and oversees the implementation of preventative actions of received petitions/complaints;

(F) Compiles annual reports including analyzing complaints/queries, highlighting trends and recurring issues facing staff members and Palestine Refugees;

(G) As appropriate, liaises with internal partners such as Department Heads in matters affecting Agency operations;

(H) Performs such other duties as may be assigned.

**PERSONAL & PROFESSIONAL COMPETENCIES**

(A) **Academic and Professional**
A university degree in Business Administration, Communication, Law, Management or other related discipline.

(B) **Experience**
At least four years experience in administration or similar work, of which two years should have been in petitions/complaints work.

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

(D) **Competencies**

i) Strong knowledge and experience in management and administrative support;

ii) Excellent skills in utilizing MS-Office computer software;

iii) Flexible attitude and ability to work in a participatory and accountable manner in a busy office that values interpersonal and team skills;

iv) Ability to write coherently, concisely and accurately;

v) Excellent communication skills: speaks and writes clearly and convincingly, possesses good presentation skills;

vi) Ability to produce timely, quality outputs, exercises sound judgment/analysis, and develop creative solutions/recommendation;

vii) Diligence, attention to critical details, commitment to fairness and due process, keen sense of work priorities and resourcefulness in obtaining and researching important information;
viii) Ability to build deep knowledge, make valuable contributions and provide advice and support to others;
ix) Strong analytical and data collection skills;
x) Integrity, sound judgment, fairness and discretion.

DESIRABLE QUALIFICATIONS
Practical Technical knowledge, skills and expertise in audit and/or communication.

ADDITIONAL INFORMATION
The incumbent may be required to use UNRWA vehicles and should be in possession of a valid driving license.

CONDITIONS OF SERVICE
Salary: Monthly basic salary L.L. 2,211,127.-
Contract Duration: Fixed term – Three years
Holidays: 30 days annual leave
Dependency allowance: Dependent spouse: L.L 60,000 per month  
Dependent child: L.L 33,000 per month
Pension: Provident Fund contribution

EQUIVALENCY
Candidates with an equivalent combination of relevant academic qualifications, professional training and progressive work experience may also be considered.

RECRUITMENT PROCESS
The Recruitment process is based on the Agency’s strategy to obtain the best qualified and suitable employees through a competitive recruitment process. After the deadline for receiving applications, all applications will be reviewed by the Human Resources Office and the Hiring Department. Only Short-listed candidates who fully meet the required criteria shall be contacted and undergo technical/practical tests and the candidates with the highest passing scores will then be invited to interview (see “Technical and Practical Tests Required” below). The final recommendation for selection is based on the test results, interview assessment, Agency priorities and needs and the candidates’ profiles. For all posts, the weight allocated for the technical/practical tests (listed below) is 60% and for the interview is 40%.

GENERAL INFORMATION
UNRWA is an equal opportunity employer and welcomes applications equally from men and women. It is Agency Policy to give full consideration to qualified disabled candidates whose disability does not impact their ability to perform the duties and responsibilities of the post.

As a member of the United Nations system, UNRWA maintains a close relatives’ policy. In this regard, if a candidate has a close relative (mother, father, brother, sister, son or daughter) who is already employed by the Agency, he/she can only be employed if the Agency is unable to find another suitable candidate.

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 working environment.

Where there are two or more equally qualified candidates, selection preference will normally be given to internal candidates, Palestine Refugees and candidates of the under-represented gender. If the post is a project funded post (this will be indicated in the vacancy), an internal candidate with a temporary-indefinite or fixed-term appointment selected for this post will not retain his/her current contractual status and entitlements in accordance with current letter of appointment and applicable Area Staff Rules. The Agency maintains the discretion to fill future vacancies for this position from the roster without re-advertising the vacancy.

TECHNICAL & PRACTICAL TESTS REQUIRED
Short-listed candidates will sit for two tests:
- Computer based technical test (100%).
- Computer test (Pass/Fail), which includes (Intermediate Level: MS Word 2003 & MS Excel 2003)

The top 5 scoring candidates in the written technical test given that (i) none have scored less than 50%, and (ii) none have failed the computer test, will be invited for an interview.

Malḥata: سينم الاتصال فمط البند الصغير ونبيش بالمنطقيين الذين يشتركون الشرط المطلوب للوظيفة.
HOW TO APPLY

If you have the skills and experience required above, and want to make an active and lasting contribution to improving the lives of Palestine refugees, then register on http://jobs.unrwa.org by creating a personal profile and completing the UNRWA Personal History Form. Only applications received through this website will be considered and the system will not allow applications after the deadline. Please note that UNRWA only accepts degrees from accredited educational institutions. Candidates may also be invited to take a technical exam in order further evaluate their qualifications for the post. Due to a high volume of applications received, only short-listed applicants will be contacted.

For any queries please send an email to: recruitmentquestions@unrwa.org. Please apply as requested above, do not send your CV to this email address, all cvs sent to this email address will be automatically ignored.

Date of issue: 05 November 2013