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.

**Employment Services Centre Supervisor**

- **Location**: Tyre Employment Services Centre
- **Type of Appointment**: Contractor
- **Deadline for Application**: 9 December 2013
- **Vacancy Announcement Number**: 931/2013
- **Department/Division**: Office of the Director – Programme Support Office

**PLACE IN THE ORGANIZATION**

The incumbent reports technically and administratively to the Employment Officer and the Project Manager.

**EMPLOYMENT SERVICES CENTRE MISSION**

- The ESCs’ objectives are:
  - The reinforcement of Palestine refugees’ employability through referral to adequate vocational and skill training providers; apprenticeships and on-the-job training programmes; and job coaching services.
  - The second objective is the direct delivery of employment services with referral of jobseekers to quality placements.

Activities of the ESC include: registration of jobseekers and vacancies; conduction of rapid assessments of local labour markets to identify skills and professions required; offering information and counselling on job search; match job seekers with vacancies; referring interested workers to training programmes, social services and other relevant employment support initiatives and institutions.

**MAIN RESPONSIBILITIES**

In accordance with established Agency policy and procedures, and under the overall supervision of the Employment officer, the ESC (Employment Service Centre) Supervisor is responsible for the day-to-day implementation of ESC missions. Precisely, the Supervisor's role is to:

(A) **OVERALL MANAGEMENT OF ESC**

i) Participate in setting up work plans and communication strategies to different stakeholders;
ii) Ensure the implementation of the ESC annual strategy and the achievement of the objectives set for the centre and the overall project goals;
iii) Advocate for the ‘right to work’ with key employers in the Tyre area and promote the services of the ESC to the community and other key stakeholders;
iv) Coordinate with the Employment officer on technical and administrative matters relevant to ESC;
v) Prepare a plan of action for all ESC activities;
vi) Liaise with the Employment officer to solve problems and any obstacles faced in the implementation of the ESC operations;
vii) Prepare monthly reports reflecting the on achievements of ESC as compared with baseline and targets pre-defined, and other reports as requested by the Employment unit;
viii) Monitor operational targets for the ESC and for all staff operations.

(B) **DIRECT IMPLEMENTATION**

i) Implement the apprenticeship, internship and on-the-job training initiatives under the guidance of the Employment officer, and according to the guidelines developed by UNRWA Employment unit;
ii) Monitor placement & vacancy quality in accordance with decent work agenda accordance with labour market surveys;
iii) Represent the ESC in internal and external meetings.

(C) SUPERVISORY ROLE
i) Supervise, provide guidance and support the Counseling/placement officer in his/her daily activities;
ii) Supervise, provide guidance and support the Outreach officer in his/her daily activities;
iii) Generate and encourage close coordination between the Counseling/placement officer and the Outreach officer;
iv) Provide day-to-day technical support to ESC staff;
v) Ensure that the Management Information System is in place, functions and responds to staffs’ needs;
vi) Ensure that the ESC is fully functional and operates without interruption;
vii) Ensure that each staff member is working towards relevant objectives; monitor and report against staff performance.

PERSONAL & PROFESSIONAL COMPETENCIES

(A) Academic and Professional
A University degree in Economics, Business or Management; Social Works, Human Resources.

(B) Experience
A minimum of three years of relevant work experience in managerial positions.

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

(D) Skills and Competencies
i) Strong managerial and supervisory skills;
ii) Strong communication, liaison, facilitation, problem-solving skills;
iii) Analytical skills;
iv) Knowledge of the Lebanese context and the Employment issues affecting the Palestine refugees in Lebanon and more precisely in Tyre;
v) Knowledge of the Lebanese business sector.

CONDITIONS OF SERVICE
Salary: Monthly salary (full package) USD $1,500.-
Contract Duration: One year (Renewable depending on funding availability)

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

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.
- Priority will be given to fully qualified registered Palestinian refugees.
- Prior to the commencement of services, the consultant shall confirm and acknowledge in writing, and provide proof of the existence of, self-procured adequate private insurance against medical, disability and accident for the duration of the contract.

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 staff members with fixed term appointments may not be considered for any consultant/contractor position while in service. Candidates who are no longer employed by the Agency must have a minimum of 3 months break in service before they apply to any consultant/contractor positions.

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 staffs 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.
**TECHNICAL & PRACTICAL TESTS REQUIRED:**
Short-listed candidates will sit for one test:
- Computer based technical test (100%).

The top 5 scoring candidates in the computer based technical test given that none have scored less than 50%; will be invited for an interview.

**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](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: 28 November 2013