TERMS OF REFERENCE (JPO)

UNHCR
United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

GENERAL INFORMATION:

TOR created/updated on	Date: 1 May 2014
Title	Associate External Relations Officer
Sector	Partnership Section, Governance and Partnership Service
Duty Station (City, Country)	Geneva
Duration of the assignment	One year renewable.

SUPERVISION:

- Title and Name of Supervisor: Kemlin Furley, Chief, Partnership Section
- Title of other international staff members in same duty station: Snr. External Relations Officer (NGO Partnerships)
- Content and methodology of the supervision *(describe the supervisory role exercised over the incumbent in terms of planning, guiding and reviewing the work of the JPO)*

The incumbent will work under the direct supervision of the Chief of Section and will therefore frequently discuss with her the various issues and tasks assigned to him/her, including feedback on results and approaches. Individual consultation and coaching will be complemented by involvement in team planning meetings that address the different roles and tasks of the team as a whole, including the incumbent's. He/she will also meet periodically with the Head of the Governance and Partnership Service (GPS), who is the overall supervisor.

DUTIES AND RESPONSIBILITIES:

1. Assist in liaison activities both in-house, with all the Divisions and Bureaux and especially with the Implementing Partnership Management Service (IPMS), as well as with external stakeholders such as non-governmental agencies and NGO consortia and UN agencies, in order to establish and maintain good relations, exchange relevant information, promote new partnership initiatives, and ensure that UNHCR's concerns and interests are understood and reflected;

2. Provide support to the follow up to and preparation of the Annual Consultations with NGOs (a conference involving more than 400 participants from up to 250 organisations); eg liaise

with Bureaux and Divisions as well as ICVA on the substantive preparation of about 20 different sessions;

3. Undertake primary analysis and collate available information on issues/topics of interest to UNHCR, to formulate briefs on strategic partners, partnership trends and developments, and relevant policies at the heart of UNHCR's partnerships;

4. Facilitate and support strategic bilateral partnerships; eg help organise high level meetings with UN and major international NGO partners, including agendas, preparation of briefs and background documents, follow-up; draft relevant reports and communications.

5. Support specific initiatives and multi-lateral dialogues with NGOs (such as the HC's Structured Dialogue and its follow-up)

6. Represent UNHCR in working level meetings with partners; assist in the coordination and implementation of on-going initiatives and activities undertaken with other UN agencies such as UNICEF and WFP;

7. Assist in responding as appropriate to requests by NGOs both in the field and at global level providing information and facilitating contact with other UNHCR entities; develop a trust-based relationship with civil society by providing information as required.

8. Any other appropriate duty as requested.

ACCOUNTABILITY *(Please list the key results that will be achieved)*

- quality briefs, agendas, reports on meetings to high degree of completion
- timely completion of agenda planning and session descriptions for Annual Consultations
- NGOs informed and contacted in a timely manner in response to queries or as outreach from UNHCR on particular issues or initiatives
- good relations maintained with all key counterparts, internally / externally

AUTHORITY *(Please describe the decisions to make for executing responsibilities and achieving results)*

- preparing drafts of meeting agendas and reports on meetings
- preparing drafts of briefing notes for senior managers
- researching, summarizing and analyzing information on partners
- representing the Partnership Section's perspectives in internal coordination meetings
- liaising with executive assistants and external relations officers to ensure smooth organization of the NGO Consultations
- providing information and responding to questions and concerns of NGO partners

QUALIFICATIONS AND EXPERIENCE:

(Please describe accurately the required educational background. As for experience, indicate if it is required or desirable. For languages, please indicate "essential" or "desirable")

Languages: French desirable not essential

Qualifications: BA/BSc university degree plus 4 years experience / Masters degree + 2 years experience

Experience: preferably experience in humanitarian and/or development programmes and exposure to a range of partner organisations (NGO / UN)
Skills: excellent personal skills and networking abilities; good written and oral communication skills; excellent command of English and good drafting skills;

REQUIRED COMPETENCIES, *which illustrate behaviors that are essential and critical to successful performance. All jobs require the staff to abide to the Values and Core competencies of UNHCR. Where applicable, select a maximum of six Managerial and five Cross-Functional Competencies.*

Code	Managerial Competencies	Code	Cross-Functional Competencies
1. ☐ M001	Empowering and Building Trust	1. ☒ X001	Analytical Thinking
2. ☐ M002	Managing Performance	2. ☒ X002	Innovation and Creativity
3. ☐ M003	Judgement and Decision Making	3. ☒ X003	Technological Awareness
4. ☐ M004	Strategic Planning and Vision	4. ☐ X004	Negotiation and Conflict Resolution
5. ☐ M005	Leadership	5. ☒ X005	Planning and Organizing
6. ☐ M006	Managing Resources	6. ☒ X006	Policy Development and Research
		7. ☐ X007	Political Awareness
		8. ☒ X008	Stakeholder Management
		9. ☒ X009	Change Capability and Adaptability

TRAINING COMPONENTS AND LEARNING ELEMENTS:

Training components: *(Please indicate activities through which the learning process will be structured for the JPO);*

The incumbent will be encouraged to undertake programme and protection learning programmes, attend shorter training sessions on topics such as Statelessness, Social Media etc as opportunities arise in UNHCR, and will be supported in the second or third year of the JPO –ship to go on the WEM and the emergency roster, if desired.

Learning elements: *(Please indicate what the incumbent will learn during the assignment, defined in measurable results through applied skills or demonstrated competencies and specified per year).*

Partnership with NGOs, IFRC and civil society is an integral part of UNHCR's delivery of its mandate. Partnerships with sister agencies in the UN is also essential. Both require consistent and careful investment and nurturing. Together with UN agencies, International and National NGOs, UNHCR tries to meet the enormous challenges faced in an increasingly complex political and humanitarian environment. The incumbent will be dealing with NGOs at the field and global level. In doing so, he/she will develop an overall understanding of UNHCR's partnership structures and

mechanisms. Because of the representational nature of the post, the incumbent will also need to develop working relationships with many of the sections and bureaux at UNHCR Headquarters in view of the variety of issues dealt with by the Partnership Section. This will result in a comprehensive understanding of UNHCR as an organization.

OPERATIONAL CONTEXT:

Please avoid abbreviations or any information which are for internal use only. Ensure to include the following:

The Partnership Section acts as focal point for UNHCR's relations with United Nations agencies, other international organizations, and NGOs. It is part of the Governance and Partnership Service (GPS), in the Division of External Relations (DER). The GPS is responsible for servicing UNHCR's Executive Committee (EXCOM) and its Standing Committee.

Increasing complexity in assessment and reporting on results, competition for resources, pressure to create centralized coordination mechanisms and distribute resources at field level as well as other aspects of humanitarian reform challenge UNHCR's abilities, as never before to explain and perform its specific mandated leadership and coordination roles, as the only UN agency to have such a mandate, focused on a specific population. The expectations of partners and donors are that UNHCR's attitude to partnership should become more inclusive and that UNHCR should lead highly participatory processes in delivering protection and assistance. Increasing complexity in humanitarian coordination, expectations of donors and NGO community for coordinated and joint assessment, prioritization , evaluation and reporting, make the Partnership Section's work in both - guiding colleagues and helping UNHCR position itself - more challenging.

Failure in understanding the inter-agency environment, in being attuned to the perspectives of partners and in building strategic alliances could compromise UNHCR's ability to mount, lead, coordinate and fund-raise for a multi-sectorial refugee response in partnership with other agencies and UN sister agencies and compromise its credibility and ability to serve refugee and other persons of concern.