



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

**Do you have the dedication, skills, knowledge and experience to help us improve the life of Palestine refugees? The United Nations Relief and Works Agency offers challenging opportunities for professionals interested working in a results-driven and diverse environment. If you are then we would like to hear from you.**

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.

## ***Area Registration Officer (For internal staff only)***

<b>Location</b>	Gaza Field
<b>Type of Appointment</b>	Fixed Term
<b>Deadline for Application</b>	08 November 2017
<b>Vacancy Announcement Number</b>	09-10-2017
<b>Grade</b>	11
<b>Department/Division</b>	Relief and Social Services Programme

### **MAIN RESPONSIBILITIES**

In accordance with established Agency policy and procedures, the ideal candidate:

- In coordination with the FERO or/and Assistant/FERO, supervises, guides and advises Registration Assistants at Area level on day-to-day activities and ensures compliance with the Consolidated Eligibility and Registration Instructions (CERI);
- Ensures the safety and security of the on-line registration system and other confidential and/or sensitive information at Area level; maintains all registration records in safe custody;
- Reviews and approves registration applications concerning registered persons such as transfers, splitting, etc. and recommends other applications that require higher approval authority;
- Checks and compares electronic/computerized forms with relevant documents for registration functions carried out by Registration Assistants at Area level before sending to Field Office; ensures complete documentation sets are submitted;
- Arranges for printing and distribution of new registration cards and replacement of lost or damaged ones; ensures safe disposal of old cards when received;
- Receives queries and complaints from refugees concerning eligibility and registration matters; settles some at Area level and forwards the more complex cases to the Field Eligibility and Registration Officer for further review;
- Prepares a monthly statistics report regarding his/her Area for use in planning and forecasting by management;
- Conducts quality control over registration transactions and issuance of registration cards and scanned documents performed by Registration Assistants;
- Verifies refugee status for requests received from other departments to identify eligibility for UNRWA services;
- Ensures that the Registration Assistants within his/her respective Area are adequately and sufficiently trained to carry out their work in an efficient manner and in compliance with the set policies, processes and procedures;
- Checks for and alerts his/her supervisor on any errors/negative trends, whether data or system related, in order to initiate corrective action;
- Performs such other duties as may be assigned.

## PERSONAL & PROFESSIONAL COMPETENCIES

- Post-secondary diploma in business administration or other related discipline.
- At least five years' experience in registration activities with reasonable experience in area administration.
- Good command of spoken and written Arabic and English.
- Ability to work under pressure and cope with heavy workload;
- Effective organizational and communication skills;
- Demonstrated ability in leading and being a part of a team;
- Ability to take initiative and maintain cordial relationships with all concerned;
- Knowledge and ability to operate basic computer software used by Agency.

## DESIRABLE QUALIFICATION

- A university degree in business administration, public administration, commerce or related field;
- Knowledge of the refugee community and Agency rules, regulations and instructions relating to Relief and Social Services.

## ADDITIONAL INFORMATION

- Possession of a valid driving license.

## CONDITIONS OF SERVICE

- Basic Salary: Monthly basic salary \$1,065.40 and monthly dependency allowance \$18.65 and Group Medical Insurance GMI \$12.00.
- Contract Duration: Three years including 1 year probation period.
- Employment for this post might be either on full-time or part-time basis based on the needs. Announcing this modality does not mean that it would definitely be used. It would rather give the Agency the flexibility to use both full time and part time contracts based on the work needs and the personal circumstances or preferences of the staff member.
- Leave: 36 days of annual leave for staff attending UNRWA duty stations with six-day working week. 30 days of annual leave for staff attending UNRWA duty stations with five-day working week.
- Pension: Provident Fund contribution
- Other conditions of service and benefits may apply.

## EQUIVALENCY

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

## ASSESSMENT METHOD

Qualified candidates will be required to undergo tests and a competency based interview. To learn more about positive and negative indicators of professional behaviours within the UN competencies, you may review the [UN Competency Development – A Practical Guide](#)

## GENERAL INFORMATION

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.

الأونروا هي منظمة تابعة للأمم المتحدة، وهي منظمة تفترض من موظفيها الالتزام بأعلى معايير الاستقامة والحياد والنزاهة. ويشمل ذلك احترام مبادئ حقوق الإنسان واحترام التنوع وتبني الوسائل غير العنيفة في حل كافة أشكال النزاعات. المتوقع من موظفي الأونروا أن يقوموا بدعم هذه القيم في كافة الأوقات، سواء في أماكن العمل أم خارجه. إن أولئك الأشخاص الذين يتمتعون بالالتزام الكامل وغير المشروط بهذه القيم هم فقط الذين ينبغي أن يتقدموا بطلباتهم للعمل لدى الأونروا. الأونروا هي بيئة عمل يمنع فيها التدخين

**UNRWA encourages applications from qualified and experienced women.** It is Agency policy to give full consideration to disabled candidates whose disability does not militate against the effective performance of the duties of the post. 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. With their prior agreement, candidates who are approved as suitable for appointment but are not the selected candidate for this vacancy, will be placed on the Agency's roster of pre-approved candidates for a period of up to one year, and may be considered for future vacancies in the same position. The Agency

maintains the discretion to fill future vacancies for this position from the roster without re-advertising the vacancy.

## **HOW TO APPLY**

If you have got 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.ps> by creating a personal profile and completing the UNRWA Personal History Form. Only applications received through this website will be considered. 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.* The United Nations does not charge a fee at any stage of the recruitment process. The United Nations does not concern itself with information on bank accounts.

*As an Area post, **preference will be given to local candidates already based in the duty station of the post.***

**1 November 2017**