

Posting Title : Grievances Officer, 14
Job Code Title : Grievances Officer
Department/ Office : UNRWA - other
Location : BEIRUT
Posting Period : 30 August 2021-12 September 2021
Job Opening number : 21-HRE-UNRWA - other-162422-R-BEIRUT (R)
Staffing Exercise : N/A

United Nations Core Values: Integrity, Professionalism, Respect for Diversity

Org .Setting And Reporting

The incumbent will be reporting to Senior Field Investigator.

Responsibilities

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;

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;

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;

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

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

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

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

Performs such other duties as may be assigned.

Competencies

Integrity, fairness and discretion.

Proven experience/skills in management and administrative support;
Excellent skills in utilizing MS-Office computer software;
Strong analytical and data collection skills;
Flexible attitude and ability to work in a participatory and accountable manner with all concerned;
Ability to write coherently, concisely and accurately;
Excellent communication skills: speaks clearly and convincingly, possesses good presentation skills;
Ability to produce timely, quality outputs;
Sound judgment, creativity and problem solving skills;
Diligence and attention to critical detail.
Proven ability to set and manage work priorities;
Resourcefulness in obtaining and researching important information;

Education

A university degree in Business Administration, Communication, Law, Management or other related discipline.

Work Experience

At least four years' experience in administration or similar work. (For Master degree holder, 2 years of relevant experience may be accepted, and for post secondary diploma holder, additional 2 years of relevant experience may be accepted in lieu of Bachelor's degree - total 6 years)
Of which two years should have been in petitions/complaints work.

Languages

Excellent command of spoken and written English and Arabic.

Assessment

Evaluation of qualified candidates may include an assessment exercise which may be followed by competency-based interview.

Special Notice

Please make sure that your application is filled properly, correctly, and completely; any missing or incomplete information may lead to the rejection of the application by the system.

If the recruitment process generates a large number of applicants who pass the test, the Agency may interview only the top passing applicants to ensure sufficient number of candidates to be listed on a recommended list or an employment roster based on the Agency's needs. This is intended to ensure efficiency and timeliness of the recruitment process.

Type of contract and duration: Fixed – Term appointment for 3 years including 1 year probation period, with the possibility of further extension, subject to availability of funds, satisfactory performance and continuing need.

UNRWA is committed to achieving gender parity at all levels of staffing under the current UN-wide gender agenda and strongly encourages applications from qualified applicants from under-represented groups (based on, for example, gender, disabilities).

UNRWA, the largest United Nations operation in the Middle East with over 30,000 staff working across five areas of operation, is looking for highly committed professionals wishing to make a change.

UNRWA's strategic objectives: The mission of UNRWA is to help Palestine refugees achieve their full potential in human development under the difficult circumstances in which they live. In line with this mission, the Agency works towards five strategic outcomes: (a) Palestine refugee rights under international law are protected and promoted; (b) Palestine refugee health is protect and disease burden is reduced; (c) school – age children complete quality, equitable and inclusive basic education; (d) Palestine refugee capabilities are strengthened for increased livelihood opportunities; and (e) Palestine refugees are able to meet their basic human needs of food, shelter and environmental health.

UNRWA is funded almost entirely by voluntary contributions from UN member states, regional bodies, business foundations and individual contributions.

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

N.B: Work experience alone or formal qualifications with no relevant work experience are not considered an acceptable combination.

Desirable qualification: Practical knowledge, skills and expertise in audit and communication.

Conditions of service: Monthly basic salary USD 1,461.40 + SPLA USD 167

Other benefits include monthly Provident Fund contribution (15.2% of basic salary paid by the Agency), compulsory medical insurance, 30 days of annual leave, and dependency allowance (if applicable).

Candidates need to check the Junk Email as emails from INSPIRA may go to Junk; it is the candidate's responsibility to check his/her email.

Additional information: The incumbent may be required to use UNRWA vehicles and should be in possession of a valid driving license.

General Information: This vacancy notice is open to internal and external candidates. Only candidates residing in Lebanon with authorization to work in that duty station at the time of application are eligible to apply. The Agency will not assume responsibility to support or facilitate the issuance of work permit in the duty station, and without a valid work permit, the appointment may be rescinded.

During and after the completion of the recruitment process, candidate's request for review of decisions must be submitted within 48 hours from the formal notification by UNRWA.

Requests received after that will not be considered.

UNRWA is a United Nations agency whose staff are therefore expected to uphold the highest standards of integrity, neutrality and impartiality. This includes respect for and commitment to human rights, diversity, and 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.

The Agency will disqualify applicants who have separated for reason of misconduct, who left a UN Agency while misconduct processes were pending, or who appear on the UN Sanctions List.

UNRWA is a non-smoking work environment.

The Agency reserves the right not to make an appointment, to make an appointment at a lower grade, or to make an appointment with a modified job description.

Please find below the link to a video that guides applicants on how to apply to Job Openings that approach you for guidance:

<https://drive.google.com/file/d/1MH-IYA6Y8kxA1fgao5qyTV8VwNajgx4u/view?usp=sharing>

United Nations Considerations

Staff members are subject to the authority of the Commissioner-General of UNRWA and to assignment by him or her.

UNRWA is committed to achieving gender parity at all levels of staffing under the current UN-wide gender agenda and strongly encourages applications from qualified applicants from under-represented groups.

At UNRWA, the paramount consideration in the recruitment and employment of staff is the necessity of securing the highest standards of efficiency, competence and integrity, with due regard to geographic diversity. All employment decisions are made on the basis of qualifications and organizational needs. UNRWA is committed to creating a diverse and inclusive environment of mutual respect. Reasonable accommodation for applicants with disabilities may be provided to support participation in the recruitment process when requested and indicated in the application.

UNRWA Considerations

UNRWA staff are expected to uphold the highest standards of efficiency, competence, neutrality, impartiality and integrity. This includes respect for and commitment to human rights, diversity and non-violent means of dealing with all kinds of conflict. Only persons who fully and unconditionally commit to these values should consider applying for UNRWA jobs. Candidates will not be considered for employment with UNRWA if they have committed violations of international human rights law, violations of international humanitarian law, sexual exploitation, sexual abuse, or sexual harassment, or if there are reasonable grounds to believe that they have been involved in the commission of any of these acts. Candidates who have committed crimes other than minor traffic offences may not be considered for employment. The Agency may disqualify applicants who have separated for reason of misconduct, who left a UN Agency while misconduct processes were pending, or who appear on the UN Sanctions List.

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Applicants are urged to follow carefully all instructions available in the online recruitment platform, inspira. For more detailed guidance, applicants may refer to the Manual for the Applicant, which can be accessed by clicking on "Manuals" hyper-link on the upper right side of the inspira account-holder homepage.

The evaluation of applicants will be conducted on the basis of the information submitted in the application according to the evaluation criteria of the job opening and the applicable

internal legislations of the United Nations including the Charter of the United Nations, resolutions of the General Assembly, the Staff Regulations and Rules, administrative issuances and guidelines. Applicants must provide complete and accurate information pertaining to their personal profile and qualifications according to the instructions provided in inspira to be considered for the current job opening. No amendment, addition, deletion, revision or modification shall be made to applications that have been submitted. Candidates under serious consideration for selection will be subject to reference checks to verify the information provided in the application.

Job openings advertised on the Careers Portal will be removed at 11:59 p.m. (New York time) on the deadline date.