



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



Vacancy Announcement

Area Registration Officer,

Deadline for Applications	15 October 2020
Contract Type & Duration	Fixed Term – 3 years
Grade	11
Vacancy Announcement Number	LF/22/2020
Duty Station & Department	Tyre Area - Relief and Social Services Department

UNRWA encourages applications from qualified women and welcomes applications from qualified candidates with 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 professionals like you.

UNRWA's human development goals

UNRWA is funded almost entirely by voluntary contributions from UN member states, regional bodies, business foundations and individual contributions. UNRWA has identified four human development goals as the focus of the Agency's operations in committing to fostering human development of Palestine refugees by helping them to: lead long and healthy lives, acquire knowledge and skills, achieve decent standards of living and enjoy human rights to the fullest possible extent.

How can you make a difference?

You will be joining a team of around 3000 staff in the Lebanon Field Office working to foster the human development of registered Palestine refugees.

The main responsibilities include:

- 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.

Conditions of service

Fixed Term Appointment, Grade 11

Monthly basic salary USD 1,187.60 + 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).

To qualify for this position, you will need:

Education	Post-secondary diploma in business administration or other related discipline.
Work experience	At least five years' experience in registration activities with reasonable experience in area administration.

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

You will also need to demonstrate the following competencies:

- 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 Qualifications

- 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.

For guidance on how to prepare for competency-based interviews:

<https://careers.un.org/lbw/home.aspx?viewtype=AYI>

Recruitment in UNRWA Lebanon – How it works:

<https://jobs.unrwa.org/frmFieldAnnouncementsList.aspx?id=3>

Who we are

For over 70 years, the United Nations Relief and Works Agency for Palestine (UNRWA) has been working on the ground in five fields of operations in Jordan, Lebanon, Syria, West Bank and the Gaza Strip providing direct assistance and protection for some 5 million Palestine refugees in the Middle East. UNRWA is mandated by the UN General Assembly to provide this assistance and its mission is to help Palestine refugees achieve their full potential in human development until there is a just and lasting solution for their plight. UNRWA restores safety, dignity and hope to millions who have been uprooted by conflict with services encompassing education, health care, relief and social services, camp infrastructure and improvement, microfinance and emergency assistance.

For more details on UNRWA, please visit: www.unrwa.org

How to apply

To start the application process, applicants are required to register at <http://jobs.unrwa.org> by creating a personal profile and completing UNRWA Personal History Form. All candidates are required to carefully fill the Personal History Form, bearing in mind that the information included in it must be true, complete and correct in all respects. Any misrepresentation or material omission would lead to the disqualification of the candidate, and any internal candidate would be liable to termination." Applications and amendments will not be accepted after the deadline of the vacancy announcement. Only applications received through <http://jobs.unrwa.org> will be considered. Due to the large number of applications received for

UNRWA vacancies, only applicants short-listed for interview will be contacted. **Please ensure that the e-mail address that you will indicate in your Personal History Profile is accurate, candidates shortlisted for test or/and interview will only be contacted by e-mail. No follow up phone calls will be made.**

The United Nations does not charge fees at any stage of the recruitment process. The United Nations does not concern itself with information related to bank accounts.

Equivalency

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

General information

This vacancy notice is open to internal and external candidates. **As an Area post, preference will be given to local candidates already based in the duty station of the post.** 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 or accountability 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 will be considered and looked into within 48 hours from the formal notification by UNRWA, request received after that will be ignored.

UNRWA is a United Nations organization whose staff are 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. 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

Date of issue: 16 September 2020