

TERMS OF REFERENCE Chiffre Nr. 2026-1-07

JUNIOR PROFESSIONAL OFFICER PROGRAMME (JPO)

1. General Information

Title: JPO, Associate Organizational Design Officer

Sectors of Assignment/Office: Design, Development and Risk Management Service (DDRMS)

Organization: UNHCR – United Nations High Commissioner for Refugees

Country and Duty Station: Geneva, Switzerland

Duration of assignment: 2 years with possibility of extension for another year. The extension of appointment is subject to yearly review concerning priorities, availability of funds, and satisfactory performance.

Please note that for participants of the JPO Programme two years work experience are mandatory! Relevant work experience can be counted. In order to assess the eligibility of the candidates, we review the relevant experience acquired after obtaining the first university degree (usually bachelor's degree).

2. Organizational Setting and Work Relationships

The Design, Development and Risk Management Service (DDRMS) has been established to ensure that UNHCR is set up for the future. The Service is under the overall supervision of the Deputy High Commissioner and contributes to shaping and implementing UNHCR's management vision. It advises the Senior Executive Team (SET), headquarters divisions and entities, as well as regional bureaux and country operations on ways in which UNHCR's architecture, policies, processes and systems can be optimized (effectiveness and efficiency) and streamlined (fit for purpose) to help achieve the organization's strategic priorities. DDRMS is responsible for institutionalizing change management across the organization and supporting the High Commissioner and the SET to reinforce UNHCR's culture fostering new ways of working.

The Associate Organizational Design Officer reports to the Senior Organizational Design Officer. The incumbent of the position contributes towards ensuring that UNHCR's structure and staffing are coherent, fit for purpose, and aligned with its organizational vision and delivery models, including Regionalization and Decentralization. The incumbent closely collaborates with a wide range of internal stakeholders from all levels of the organization to ensure solutions proposed are aligned and informed by operational realities and that advice is provided to support their effective implementation. Within DDRMS the incumbent closely

coordinates her/his work with other workstreams, notably the workstream on policy and processes, as well as change management and culture.

All UNHCR staff members are accountable to perform their duties as reflected in their job description. They do so within their delegated authorities, in line with the regulatory framework of UNHCR which includes the UN Charter, UN Staff Regulations and Rules, UNHCR Policies and Administrative Instructions as well as relevant accountability frameworks. In addition, staff members are required to discharge their responsibilities in a manner consistent with the core, functional, cross-functional and managerial competencies and UNHCR's core values of professionalism, integrity and respect for diversity.

3. Duties

- Contribute to assessments of UNHCR's current organizational structure and operating models to identify inefficiencies, redundancies, or misalignments with strategic goals, in close collaboration with the organizational design team, the regional bureaux, the functional divisions, and other HQ entities to ensure alignment and integration across the organization.
- Facilitate and support discussions between divisions, regional bureaux, operations, and other entities on the coherence of responsibilities and related organizational structures across these.
- Develop and help implement new organizational structures and operating models that are aligned with the organization's strategy, values, and operational goals.
- Review roles, responsibilities, and reporting lines within the new structures and make recommendations to enhance clarity and accountability.
- Support assessments of the efficiency and effectiveness of organizational entities and teams, and recommend changes for improvement while empowering UNHCR senior management to navigate organizational complexity effectively.
- Help optimize service delivery models and processes following assessments.
- Help ensure that the UNHCR's structure, processes, and workforce are aligned with the overall strategic objectives and long-term vision of the organization.
- Research and propose fit-for-purpose parameters, standards, and benchmarks for organizational design for headquarters, regional bureaux, and operations.
- Assist in organizational transformation projects, ensuring smooth transitions during periods of change.
- Support the preparation and presentation of detailed reports and recommendations, explaining the rationale for design changes and the expected benefits.
- Continuously research and apply best practices in organizational design, structure, and management theories to ensure the organization remains competitive.
- Contribute to a culture of continuous improvement and innovation, leveraging new tools, technologies, and methods to streamline processes and improve overall organizational effectiveness.
- Support the identification and management of risks and seek to seize opportunities impacting objectives in the area of responsibility. Ensure decision making is risk-based in the functional area of work. Raise risks, issues and concerns to a supervisor or to relevant functional colleague(s).
- Perform other related duties as required.

4. Minimum Qualifications

Education & Professional Work Experience:

Master's Degree in Development Planning, Management, Organizational Development, Political Science, Business Administration, International Affairs, Public Administration, Public Policy or other relevant field.

Certificates and/or Licenses:

Desirable: Organization Psychology/Development, Public Administration, Quality Management, Risk Management.

Work Experience:

Minimum of two years of relevant professional experience.

Essential:

- Experience in humanitarian or international organizations in developing or analysing organizational structures, standards, processes or procedures.
- Experience in analysing and integrating information and providing clear and relevant recommendations for implementation on organizational level.
- Experience in working with internal stakeholders in diverse functional areas and anticipating client needs and promoting lasting change in dynamic and often time-pressured work environments.
- Demonstrated organizational awareness, integrity, tact, and communication skills.
- Ability to manage for results: translate strategic aims into achievable plans.
- Demonstrated drafting and presentation skills as well as ability to interpret large data sets and turn them into practical recommendations.

Desirable;

- Experience in both field operations and headquarters of humanitarian or international organizations.
- Experience with change management, innovation or organizational change initiatives.

Functional Skills:

CO-Drafting and Documentation;
MG-Business Process Re-engineering (BPR);
MG-Change Management;
MG-Client Relationship Management;
MG-Organisational Development;
MG-Proactive risk mitigation and problem management;
MG-Management Planning;
MG-Policy Development, Evaluation, Research, Publication;
SO-Critical Thinking and problem solving;
SO-Learning Agility;
SO-Situational Judgement.

Language Requirements:

Knowledge of English and UN working language of the duty station if not English.

5. Competency Requirements

Core Competencies

- Accountability
- Communication
- Organizational Awareness
- Teamwork & Collaboration
- Commitment to Continuous Learning
- Client & Result Orientation

Managerial Competencies

- Empowering and Building Trust
- Judgement and Decision Making

Cross-Functional Competencies

- Analytical Thinking
- Innovation and Creativity
- Stakeholder Management

All UNHCR workforce members must individually and collectively, contribute towards a working environment where each person feels safe, and empowered to perform their duties. This includes by demonstrating no tolerance for sexual exploitation and abuse, harassment including sexual harassment, sexism, gender inequality, discrimination, and abuse of power.

As individuals and as managers, all must be proactive in preventing and responding to inappropriate conduct, support ongoing dialogue on these matters and speaking up and seeking guidance and support from relevant UNHCR resources when these issues arise.

**Bitte senden Sie Ihre JPO-Bewerbung direkt an das Büro
Führungskräfte zu Internationalen Organisationen (BFIO) unter
Angabe der Chiffre Nr. 2026-1-07 auf dem Bewerbungsbogen**

Alle Informationen finden Sie unter www.bfio.de