



# UNHCR

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

## Terms of Reference

### Admin Assistant (Face to Face)

### Private Sector Partnership Unit

UNHCR, the UN Refugee Agency, is offering a full-time position within the Private Sector Partnership Unit in Dubai.

UNHCR is a global organization dedicated to saving lives, protecting rights and building a better future for refugees, forcibly displaced communities and stateless people. Every year, millions of men, women and children are forced to flee their homes to escape conflict and persecution. We are in over 125 countries, using our expertise to protect and care for millions.

**Title:** Admin Assistant (Face to Face)

**Duty Station:** Dubai, UAE

**Contract Type:** UNOPS – LICA-4 (open for nationals and candidates holding valid residency in UAE)

**Advertisement closing date:** 28<sup>th</sup> of September 2021

**Start date:** As soon as possible

## Organizational context

The United Nations High Commissioner for Refugees (UNHCR) is mandated to lead and coordinate international action to protect and assist refugees and other persons of concern.

The Private Sector Partnerships Service (PSP) sits within UNHCR's Division of External Relations (DER) and is responsible for mobilizing resources for refugees from the private sector. UNHCR has developed a Private Sector Fundraising Strategy 2018-2025 which has the ambition of growing PSP into a service capable of generating \$1 Billion annually and identifies priority fundraising markets and regions.

The Admin Assistant (F2F) will work as part the PSP MENA Face to Face team comprised of 40+ frontline face to face fundraisers and 4 UNOPS contractors managing the program as part of the Individual Giving team.

The incumbent receives regular guidance and instructions from the supervisor on successive steps. S/he may liaise with other internal or external entities on routine matters and on more complex subjects upon specific instructions of the supervisor.

## Duties and Responsibilities

Under the supervision of the Engagement Officer and collaboration with the Senior Admin/HR Associate, the Admin Assistant manages and oversees all human resources related functions:

- Provide administrative assistance with the recruitment process and selection of new staff by ensuring timely advertisement and getting on the necessary approvals.
- Onboarding: organizing and overseeing all legal paperwork required to onboard candidates i.e., contracts
- Explain and Ensure that UNHCR's F2F has a sound awareness of UN/UNHCR staff rules and regulations (including the Code of Conduct) and is aware of its rights and obligations as well as benefits and entitlements.
- Manage personnel records in the office, as well as of the attendance, overtime and leave records. Provide support, guidance and training to the staff performing personnel administration related functions.
- Provides expertise and guidance to all staff in the office: supervisors, supervisees as well as all other colleagues in the office who may need HR advice.
- Support the administration of the UNHCR medical insurance plan for locally recruited staff.
- Maintain liaison with the support sections and divisions at headquarters, specifically with the DHR services.
- Works together with the DHR Services to find viable solutions to fill those gaps which could be recruitment, training and development or personnel administration support, medical and other issues of staff welfare and safety accreditations, and coordinate their onward travel to the field office, if applicable.
- Perform other duties when required.

## Essential minimum qualifications and professional experience required

- Completion of secondary education with preferably a degree in Business Administration, Human Resources Management /Administration, Law, and/or other related fields.
- Minimum 1-year relevant experience with High School Diploma; or Bachelor or equivalent or higher.
- Computer skills (MS office and People soft applications).
- Fluency in English and working knowledge of another relevant UN language or local language.
- In offices where the working language is not English, excellent knowledge of working language of duty station and working knowledge of English.

## Desirable Competencies

- Analytical Thinking
- Good knowledge of UNHCR Admin and financial rules, procedures and processes.
- Knowledge and working experience of MSRP (Peoplesoft)
- Prior exposure to UNHCR refugee operations and functions relating to field office administration.
- Excellent organization skills.
- Excellent communication and interpersonal skills.
- Attention to details.

## Language

Fluency in written and spoken English language is Essential and candidate should have excellent command over Arabic language.

## Location

The successful candidate will be based in Dubai, UAE

## To apply

Interested applicants should submit their letter of motivation, Personal History Form (PHF) and CV to [SAURIHR@unhcr.org](mailto:SAURIHR@unhcr.org) indicating “Admin Assistant (F2F)” in the subject of the email.

P11 forms are available on [https://unhcr.org/recruit/UNHCR\\_Personal\\_History\\_Form.docm](https://unhcr.org/recruit/UNHCR_Personal_History_Form.docm)  
Supplementary form [https://unhcr.org/recruit/UNHCR\\_PHF\\_Supplementary.docm](https://unhcr.org/recruit/UNHCR_PHF_Supplementary.docm)

The UNHCR workforce consists of many diverse nationalities, cultures, languages and opinions. UNHCR seeks to sustain and strengthen this diversity to ensure equal opportunities as well as an inclusive working environment for its entire workforce. Applications are encouraged from all qualified candidates without distinction on grounds of race, color, sex, national origin, age, religion, disability, sexual orientation and gender identity.