

**UNHCR Philippines  
Vacancy Notice No. 05/2020  
INTERNAL / EXTERNAL**

Job type/Job Code No.:	Standard/ 000396	Post level:	NO-C
Post Title:	Head of National Office	Position Number:	10034356
Contractual Status:	Fixed Term	Date Issued:	28 Sept. 2020
Report to:	Regional Bureau Director	Closing Date:	12 Oct. 2020
Duty Station:	Manila		

## 1. OPERATIONAL CONTEXT

### Purpose of Operational Context:

Under the Policy and Procedures on Assignments (PPA), managers should provide the Operational Context for all positions advertised in the international professional category.

The operational context places the Job Description requirements in the specific operational environment, enabling candidates to make informed decisions on their applications. It also facilitates the matching by DHRM or the Senior Assignments Committee (SAC) of candidates to positions by providing time and location specific elements which complement the Job Description. In preparing the operational context, managers should refer to the Job Description and their current operational priorities.

### Profile Statements:

Ideally the candidate should have:

#### Protection background

- This operation deals with refugee, IDP and Statelessness issues, largely from a protection perspective. The Head of the National Office position therefore requires protection background and experience rather than programme
- Experience in implementing field protection at the point of delivery

#### Knowledge management, innovation and capacity building experience

- The operation currently employs 50 staff members in three locations. Previous experience serving as Head of Office or Unit is needed
- Demonstrated ability to manage a large team and coordinate with other agencies
- Consensus teambuilding and cultural sensitivity needed as the team is diverse
- On-the-job coaching and mentoring of national staff
- Ability to come up with innovative and creative solutions to operational challenges
- Experience in and familiarity with MSRP, FOCUS and RBM
- Experience in conducting AGDM and participation in multi-functional assessment teams
- Familiarity with HR/Payroll and/or Finance/Supply/EPM Budget MSRP modules
- Demonstrated ability to lead and manage an office
- Proven communication skills
- Demonstrated knowledge on risk assessment and management
- Experience in handling cases of fraud committed by persons of concern
- 6 years relevant experience with Undergraduate degree; or 5 years relevant experience with Graduate degree; or 4 years relevant experience with Doctorate degree

#### Analytical and political acumen of the national context

- The context for each pillar is different and complex. Political acumen and strong analytical skills are a must
- The sensitive political context requires ability to work collaboratively with government counterparts
- UNHCR advocates for the adoption of a refugee legislation and an IDP law. Therefore, exposure to legislative political and legislative framework is important
- Good understanding of the political and legal context in the Philippines
- Fluency in English, very good knowledge of local language and understanding of local institutions
- Demonstrated drafting skills in English;

#### Representation in UN inter-agency coordination

- The UNCT and HCT are active and meet regularly. Multi-agency co-ordination and dealing with the public
- Demonstrated ability to effectively represent UNHCR

#### Operational Context Statements

##### Current Situation

###### The current situation in this operation is as follows:

The Philippines is one of three countries in South East Asia to have signed the 1951 Refugee Convention. It is the only one to have implemented the provisions of the Convention in both letter and spirit. It provides recognized refugees with legal status including the right to work. It allows refugees ultimately to become citizens of the Philippines, as individuals from Iran and Palestine have recently done. The Philippines has established an inter-agency coordinating platform for the protection needs of persons of concern. The Philippines also hosts the Emergency Transit Mechanism (ETM) allowing urgent resettlement to third countries of refugees at risk of refoulement elsewhere in the region and the world. The Philippines is likewise a regional leader in its approach to stateless populations. It is the only signatory to the 1954 Statelessness Convention in South East Asia and has pledged to continue the steps towards accession to the 1961 Convention on the Reduction of Statelessness. It has created a National Action Plan for the reduction and prevention of statelessness and is actively pursuing the resolution of statelessness for the largest identified group of persons of Indonesian descent, in southern Philippines. Internal Displacement in Mindanao is caused by a combination of natural and man-made disasters. Since the 1970s a conflict has plagued the region, resulting in repeated massive displacement of populations leading to increased vulnerability of affected populations and stunted economic and social development. Some of the areas most affected by the latter conflict are situated in the Bangsamoro Autonomous Region of Muslim Mindanao (BARMM). As of August 2020, there are some 350,000 persons who are displaced in various areas in Mindanao. UNHCR is currently engaged in the Protection response and co-leads the protection cluster within the HCT.

##### Working & Living Conditions

###### Some important aspects of working & living conditions are:

Manila is an A duty station. Working and living conditions in Manila are good. Education and health services are readily available and of high quality. The residential conditions in Makati, where the office is located are very good. There is no shortage of goods of any kind. The city is awash with malls, restaurants, and cinemas. While less than in some other Asian cities, cultural events and concerts are common. Overall, Manila offers all the services and amenities of a modern city. Manila is easy to reach from anywhere in the world. Although the Philippines is far from both Europe and the US, there are direct flights to all major European and Middle Eastern hubs on a daily basis and several flights a day to most Asian hubs. Traffic and pollution are the two main issues one has to face in Manila. Whilst there may be security issues in Metro Manila which require vigilance, the residential areas and other areas expatriates usually frequent are largely considered safe.

##### Security Considerations

###### Security issues which should be considered are:

The security situation in Manila is generally good in the areas where UNHCR staff work and generally live. There has been no significant terrorist threats in Manila in the past few years and the UN has not so far been a target of any attacks. The situation is more tense and fluid in Mindanao. The security levels vary from 4 to 5 according to the areas. While this has no immediate impact on the personal security of the incumbent of the position in Manila, the Representative will have to deal with a fluid and possibly deteriorating security situation in Mindanao where missions are common. S/he will also have the responsibility to ensure that all preventative and mitigating measures are taken for the safety and security of staff deployed in Mindanao.

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## 2. Organizational Setting and Work Relationships

Head of a UNHCR Field Office (HoFO) is a senior managerial position within a given country operation. The incumbent carries the full delegated authority of the UNHCR Representative (or the country Manager or Head of Sub-Office) of the country, who will exercise entire supervisory managerial responsibility over the position. The position, on the other hand, provides all information on developments in relation to the protection (legal protection issues relating to the persons of concern to UNHCR), security (Physical security in relation to the UNCR staff and the persons of concern to UNHCR) and operational matters (programme and office management / administration) within the domain of its geographical area of responsibility to the UNHCR Representative (or the country manager) on a

regular and timely manner. Subject to the specific legal or socio economic or security developments in the Area of Responsibility (AOR), Representative will direct and guide the Head of Field Office to take the most appropriate course of action. Concerning overall physical security concerns, HoFO will liaise directly with the competent UN security coordinator while keeping the UNHCR Representative fully informed.

While the functional responsibility of a Head of Field Office will always remain the same despite its grade level, the other parameters (therefore the depth and breadth of the competencies) such as the size of the population of concern to UNHCR, their specific legal/security concerns, volume of assistance, Number of operational / Implementing partners and the size of the Office (i.e. number of UNHCR staff and their grade levels) will determine the appropriate grade level. The operational autonomy also depends upon the same parameters/competencies.

As the most senior UNHCR staff member within the given geographical area, he/she is required to liaise with all the relevant senior government officials, security organs in the area, the Head of various Non-Governmental Organisations (both national and internationals based in the area), Civilian/tribal leaders/elders, local opinion makers and the local media net-work to ensure his/her assigned responsibilities are effectively and efficiently discharged.

As the extended field representative of UNHCR at the front line of High Commissioner's operations, he/she remain as the effective advocate and assistant to the local authorities to ensure that the respective government authorities in the area implement their conventional responsibilities in favour of refugees and others of concern to UNHCR.

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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

- Monitor and report on the implementation of refugee conventional responsibilities and international obligations of the local authorities Vis a Vis the population of concern to UNHCR within the given geographical area; based on local situations/developments make appropriate recommendation to the UNHCR Representative/HoSO.
- Advocate and promote UNHCR standards concerning the treatment of asylum seekers, refugees and returnees as well as IDPs, where applicable; Advocate, promote and encourage the concerned authorities and local opinion makers to uphold established UNHCR standards that have become the international norms.
- Ensure that the basic needs of the concerned population are properly assessed with the participation of the beneficiaries themselves, the host governments and/or the competent Implementing partners and/or UNHCR itself.
- Subject to the needs, ensure that the planning, formulation and budgeting of identified assistance projects are done as per UNHCR programme cycle; upon approval of assistance project, ensure the timely implementation and rigorous monitoring of identified assistance activities
- Ensure through the subordinate staff that all deadlines for monitoring and reporting of UNHCR operational activities (i.e. include assistance as well as Administrative) are met on a regular basis.
- Manage all UNHCR resources, both human, financial/material, at an optimum level for the wellbeing of the concerned population and the UNHCR staff.
- Ensure that all security measures of UNHCR office (and residential, where ever applicable) compounds are always up to date; any security breaches and/or potential security threat should be reported immediately to competent UN security coordinator in the country.
- Ensure that staff welfare, both in terms of working and living conditions, are maintained at a satisfactory level within the constraints in the operational area; this requires remaining current in health and medical facilities locally available and evacuation options available in a moment of medical urgency.
- Guide, coach and advocate the subordinate staff to maintain highest standards of conduct and behaviour thorough one's own practice and deeds.
- Prepare and submit regular reports, both verbally and written, to the UNHCR Representative/HoSO. In the event of substantial telephone conversation that leads to specific action or non-action, it should be recorded and share with the other party.

- Any other responsibilities/functions deemed necessary or as delegated by the UNHCR Representative of the country in order to meet the level of the services in the organization.
- Represent UNHCR in inter-agency fora and with local authorities in the AOR.
- Enforce compliance with UNHCR's global protection, programme, finance, human resources and security policies and standards.
- Submit project proposals for assistance to refugees and other persons of concern to UNHCR Representation or Sub-Office in coordination with local authorities and NGOs.
- Perform other related duties as required.

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#### 4. Minimum Qualifications

##### Education & Professional Work Experience

###### **Years of Experience / Degree Level**

*For P3/NOC - 6 years relevant experience with Undergraduate degree; or 5 years relevant experience with Graduate degree; or 4 years relevant experience with Doctorate degree*

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###### **Field(s) of Education**

*Management;  
Political Science;  
or other relevant field.*

*Personnel Administration;  
International Relation;*

*Law;  
Economics;*

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###### **Certificates and/or Licenses**

*HCR Management Lrng Prg;  
HCR Managing Operatns Lrng Prg;*

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###### **Relevant Job Experience**

###### ***Essential:***

In-depth knowledge in all aspects of UNHCR's Field level operation. Applied experience of protection principles, operational arrangements/standards in relation to protection, assistance, UNHCR office management and staff administration. Should be conversant in the current priorities in the organisation and existing mechanisms within the organisation to implement those priorities.

###### ***Desirable:***

Working experience both in UNHCR HQ and/or a Regional Office and the Field

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###### **Functional Skills**

*IT-Computer Literacy;  
IT-Microsoft Office Productivity Software;  
UN-UNHCR's Mandate/Policy and Global Strategic Priorities;  
MG-Office Management;  
HR-Staff Administration;  
PR-Principles and Procedures, operational arrangements/assistance;  
UN-UNHCR Operations, mandate, principles and policies;*

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## **Language Requirements**

For National Professional jobs: **Knowledge of English and UN working language of the duty station if not English and local language.**

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## **5. Competency Requirements**

All jobs at UNHCR require six core competencies and may also require managerial competencies and/or cross-functional competencies. The six core competencies are listed below.

### **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*  
*Leadership*  
*Managing Performance*  
*Managing Resources*  
*Strategic Planning and Vision*

### **Cross-Functional Competencies**

*Analytical Thinking*  
*Planning and Organizing*  
*Political Awareness*

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This is a Standard Job Description for all UNHCR jobs with this job title and grade level. The Operational Context may contain additional essential and/or desirable qualifications relating to the specific operation and/or position. Any such requirements are incorporated by reference in this Job Description and will be considered for the screening, shortlisting and selection of candidates.

## **APPLICATION INVITED FOR FILIPINO NATIONALS ONLY**

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### **HOW TO APPLY:**

- Please email your Motivation Letter, Curriculum Vitae and P.11 with subject: “**Application- VN 05 – Head of National Office - Manila**” to: [PHIMAVAC@unhcr.org](mailto:PHIMAVAC@unhcr.org)
- Only applicants meeting minimum requirements will be short-listed and invited for the written test & interviews.
- Applications will not be acknowledged. Only the successful candidate will be notified of the outcome of the selection process.
- P.11 form can be downloaded from the following links:  
**P-11:** [http://www.unhcr.org/ph/wp-content/uploads/sites/28/2017/11/UNHCR\\_Personal\\_History\\_Form\\_October-2017.docm](http://www.unhcr.org/ph/wp-content/uploads/sites/28/2017/11/UNHCR_Personal_History_Form_October-2017.docm)

**SUPPLEMENTARY FORM:** [http://www.unhcr.org/ph/wp-content/uploads/sites/28/2017/11/UNHCR\\_PHF\\_Supplementary\\_October-2017.docm](http://www.unhcr.org/ph/wp-content/uploads/sites/28/2017/11/UNHCR_PHF_Supplementary_October-2017.docm)