

# Job Title: Programme Assistant (CBT) SC5-Homs VA047-2020

**WFP seeks candidates of the highest integrity and professionalism who share our humanitarian principles.**

**Selection of staff is made on a competitive basis, and we are committed to promoting diversity and gender balance.**

## DEADLINE FOR APPLICATIONS

All applications should be received no later than **Wednesday 4th of November 2020**

## ABOUT WFP

The United Nations World Food Programme is the world's largest humanitarian agency fighting hunger worldwide. The mission of WFP is to help the world **achieve Zero Hunger** in our lifetimes. Every day, WFP works worldwide to ensure that no child goes to bed hungry and that the poorest and most vulnerable, particularly women and children, can access the nutritious food they need.

## ORGANIZATIONAL CONTEXT

The Programme Assistant for Cash-Based Transfers (CBT) will work within the Programme unit in Homs FO. The job holder will work in close collaboration with other WFP units involved in the implementation of WFP's cash-based transfer programmes (activity focal points and other colleagues within Programme, logistics/retail, Finance, IT and others), with CBT focal points in WFP's Country Office, as well as with external partners such as cooperating partners and retailers.

## JOB PURPOSE

To provide effective specialized support and analysis to Policy and Programme Activities that effectively meet food assistance needs. To perform specialized and/or standardized policy and programme-related processes and activities to support the effective delivery of assistance packages.

## KEY ACCOUNTABILITIES (not all-inclusive)

Within delegated authority, the Programme Assistant (CBT) will be responsible for the following duties:

1. Based on the implementation plan, support the preparations for setting up CBT programmes (e.g. identification of new cooperating partners/CPs and retailers), in coordination with programme activity focal points, CBT colleagues in the Field Office (FO) and Country Office (CO) and the Head of Field Office (HoFO).
2. Train CPs on distribution management, the use of WFP's internal SCOPE system and beneficiary data management, in particular in relation to the registration of beneficiaries. Ensure provision of needed equipment for CPs and retailers, in coordination with the logistics/retail and IT FO focal points.
3. Participate in the planning and management of beneficiary data collection by CPs. Support and monitor progress of the beneficiary data collection process by CPs, in coordination with the activity focal points.
4. Based on beneficiary registration data received from CPs, carry out data cleansing and analysis. Upload and enrol eligible beneficiaries in the respective CBT programmes in WFP's internal SCOPE system, in coordination with the activity focal points.
5. Coordinate the printing of the new beneficiary payment instruments and their distribution to beneficiaries at FO level.
6. Liaise with the Programme CO CBT team during the monthly distribution list approval process. Provide any feedback as required (e.g. conditionality data) and inform CPs when beneficiaries can redeem their entitlements.
7. Follow up on beneficiary complaints and/or CBT system-related issues with CPs and retailers and with the CBT CO cross-functional team for trouble shooting support (e.g. on any SCOPE technical issues). Provide first level technical support to CPs.

8. Analyse transaction/redemption data of CBT programmes and suggest improvements to the CBT programme implementation setup based on the analysis.
9. Prepare and send comprehensive reports on CBT programme implementation and challenges to relevant FO and CO units, in coordination with the activity focal points.
10. Extract and provide any other relevant data to the activity focal points, HoFO, CO CBT cross-functional team and CPs, following data protection protocols.
11. Perform other related duties as required.

## STANDARD MINIMUM QUALIFICATIONS

**Education:** Completion of secondary school education. A post-secondary certificate in the related functional area is desirable.

### Experience :

- At least four years of relevant experience, at least two of which should be related to the functional area in humanitarian programmes or in banking development or experience with money transfer operations and commercial transactions;
- Experience with MS package (in particular Excel);
- Knowledge of the project cycle and previous experience with the implementation of programmes (in particular cash-based programmes) is an advantage.

**Language:** Fluency in both oral and written communication in English and Arabic.

## 4Ps CORE ORGANISATIONAL CAPABILITIES

### Purpose

- Understand and communicate the Strategic Objectives: Helps teammates articulate WFP's Strategic Objectives.
- Be a force for positive change: Suggests potential improvements to team's work processes to supervisor.
- Make the mission inspiring to our team: Explains the impact of WFP activities in beneficiary communities to teammates.
- Make our mission visible in everyday actions: Articulates how own unit's responsibilities will serve WFP's mission.

### People

- Look for ways to strengthen people's skills: Trains junior teammates on new skills and capabilities.
- Create an inclusive culture: Seeks opportunities to work with people from different backgrounds.
- Be a coach & provide constructive feedback: Serves as a peer coach for colleagues in same area of work.
- Create an "I will"/"We will" spirit: Tracks progress toward goals and shares this information on a regular basis with supervisor.

### Performance

- Encourage innovation & creative solutions: Explores ways to consistently be more efficient and accurate in own areas of work and shares new methods of work with colleagues.
- Focus on getting results: Focuses on getting results and tracks trends in completion rates for own tasks to identify opportunities for efficiency.
- Make commitments and make good on commitments: Takes responsibility for own tasks and notifies supervisor as soon as possible of potential delays in meeting deadlines or commitments.
- Be Decisive: Independently decides what action to take when faced with critical choices in the workplace or in dangerous situations in the field.

### Partnership

- Connect and share across WFP units: Suggests opportunities for partnering with other units to supervisor.
- Build strong external partnerships: Identifies opportunities to work with colleagues and partners in the field towards common goals.
- Be politically agile & adaptable: Develops an understanding of the value of WFP's teams and external partners in fulfilling team's goals and objectives.
- Be clear about the value WFP brings to partnerships: Aligns own activities with supervisor's priorities to fulfill internal and external partner needs.

## FUNCTIONAL CAPABILITIES

Capability Name	Description of the behaviour expected for the proficiency level
Programme	Can facilitate implementation of food assistance programmes under guidance using basic

<b>Lifecycle &amp; Food Assistance</b>	understanding of principles and good practices of programme design, implementation and monitoring.
<b>Transfer Modalities (Food, Cash, Vouchers)</b>	Demonstrates ability to facilitate, under guidance, food assistance programme implementation that deploys full range of transfer modalities with an understanding of basic principles guiding modality selection and implementation.
<b>Knowledge of Specialized Areas</b>	Understands basic technical concepts and data and their relevance to food assistance programmes.
<b>Emergency Programming</b>	Displays capacity to provide inputs into the development, implementation and realignment of high quality emergency programmes.
<b>Strategic Policy Engagement w/Govt</b>	Understands and applies basic principles of engagement with government counterparts at the national or local level.

## OTHER SPECIFIC JOB REQUIREMENTS

This section is optional to describe additional responsibilities & knowledge required for the specific job.

## TERMS AND CONDITIONS

- Please upload your professional CV in English in **PDF format** making sure to include the following in terms of "Experience":
  - **Company/Organization name and scope of work of the organization**
  - **Exact Position Title**
  - **Contract type:** *part-time, full-time, volunteer, consultant, or freelancer*
  - **Start and End date of Employment for each position:** *From (dd/mm/yyyy) to (dd/mm/yyyy)*
  - **Responsibilities:** *To mention the main responsibilities that highlight your gained skills and experience*
- A proof of your experience will be required in the final stage of recruitment.
- *Only short-listed candidates, who meet the minimum requirements for the advertised position, shall be contacted.*
- *Candidates must get an auto confirmation email once application is submitted.*

## HOW TO APPLY

**If any of the below links do not work by clicking on it, please copy and paste it in the browser address bar**

### Internal candidates:

<https://performancemanager5.successfactors.eu/sf/jobreq?jobId=125462&company=C0000168410P>

### External candidates:

<https://job-listing.wfp.org/sfcareer/jobreqcareer?jobId=125462&company=C0000168410P>

### **Female applicants and qualified applicants are especially encouraged to apply**

*WFP has zero tolerance for discrimination and does not discriminate on the basis of HIV/AIDS status. No appointment under any kind of contract will be offered to members of the UN Advisory Committee on Administrative and Budgetary Questions (ACABQ), International Civil Service Commission (ICSC), FAO Finance Committee, WFP External Auditor, WFP Audit Committee, Joint Inspection Unit (JIU) and other similar bodies within the United Nations system with oversight responsibilities over WFP, both during their service and within three years of ceasing that service.*