



**UN World Food Programme – Lebanon  
JOB ADVERTISEMENT  
VACANCY ANNOUNCEMENT NO. VA-30/2018**

Post Title:	Programme Assistant (Ecard Management Analyst)
Contract type:	Service Contract
Post Grade:	SC 5
Duty Station:	Zahle Sub-Office
Duration:	12 Months (extendable)
Date of issue:	13 September 2018
Closing Date:	27 September 2018

- This position is open to qualified **Lebanese** candidates. **Female** candidates in particular, are encouraged to apply.
- Only shortlisted applicants will be contacted.
- Qualified candidates from the **Bekaa** area are highly encouraged to apply.

**Organizational background**

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.

The Syrian crisis has displaced more than one million refugees into Lebanon. The country, which has been hosting the highest population of refugees per capita in the world for more than five years now, is grappling with multiple challenges. The combination of refugee influx and decreased economic activity with Syria has impacted the economic and fiscal performance and affected public finances, employment, trade flows and other key economic indicators. Economic growth has stagnated after years of strong performance, limiting the capacity of the government to invest in infrastructure improvements and to respond to the increased demand for social services.

To know more about WFP's mission, please check the below video:

<https://www.facebook.com/WorldFoodProgramme/videos/10154930622760178/>

**Accountabilities:**

Within delegated authority and under the direct supervision of the Head of Sub-Office and the overall supervision of the Programme Policy Officer (Database Management Analyst) based in Beirut Country Office, the Programme Assistant (Ecard Management Analyst) will be responsible of the below:

- Assist in the development of databases and required platforms for the sub-office.
- Compile all available data in liaison with the Country Office to detect any possible irregularity or misuse of the vouchers and e-cards.
- Monitor on a daily basis the Bank web platform of e-cards transactions and report immediately to the Head of Sub-Office any possible misuse of e-cards.

- Flag all the suspicious transactions in the monthly data provided by the Country Office and the Bank such as transactions beyond normal working hours, velocity, etc.
- Track beneficiaries who relocate within the country, or left the country, and report it back to the Country Office database manager.
- Update the WFP database and generate the monthly distribution lists for WFP team and for the partners.
- Validate the partners' reconciliation data about distributed/non-distributed e-cards and Personal Identification Numbers (PINs).
- Find refugees who received by mistake wrong e-cards/PINs and detect the lost e-cards/PINs.
- Track the status of every e-card/PINs received by the Sub-Office (distributed, not distributed, cancelled, lost, end of assistance).
- Prepare the e-cards and PINs for every distribution cycle and arrange for handing over the PINs in a sorted manner to the cooperating partners and by assisting other units in identifying and sorting the e-cards to hand it over to the cooperating partners by complying with the internal standard operating procedures.
- Coordinate with the relevant sub-offices and cooperating partners for the distribution of e-cards/PINs for the beneficiaries who have relocated to the designated area of operations.
- Manage the e-cards/PINs received from the country office and dispatched to the cooperating partners following the standard operating procedures.
- Follow up of beneficiaries' complaints or issues expressed at hotlines or helpdesks and coordinate with the country office for resolution.
- Coordinate closely with the cooperating partners and relevant stakeholders on the e-cards validation exercise to ensure that the intended beneficiary is in possession of the right card and oversee the overall process.
- Follow up on the monthly distributions on site with the cooperating partners and relevant agencies to ensure the distribution process is in line with the standard operating procedure.
- Perform other task as required.

**Minimum requirements:**

**Education:** Completion of secondary school education. A post-secondary certificate or University Degree in Management Information Systems, Computer Science or any other related functional area is desirable.

**Experience:** At least four (4) years of progressively responsible work experience including at least two (2) years of experience in database management, statistics or other related field.

Strong experience utilizing computers (including word processing, spreadsheet and other software packages) and **databases (MS Access, MS SQL Server).**

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

Applications must be submitted online:

**Application procedures:**

**Go to:**

<https://career5.successfactors.eu/sfcareer/jobreqcareer?jobId=88222&company=C0000168410P&username=>

**Step 1:** Create your online CV

**Step 2:** Click on “Description” to read the position requirements and “Apply” to submit your application

**NOTE:** You must complete Step 2 in order for your application to be considered for this vacancy