



UNITED NATIONS CHILDREN'S FUND  
GENERIC JOB PROFILE (GJP)

**I. Post Information**

Job Title: **Senior Business Support Associate**  
Supervisor Title/ Level / Post #: Chief Administration / P4 / 102940  
Organizational Unit: Supply Division  
Post Location: Copenhagen

Job Level: **G-7**  
Job Profile No.: 136118  
CCOG Code:1A12  
Functional Code: **ADM**  
Job Classification Level: **G-7**

**II. Organizational Context and Purpose for the job**

The fundamental mission of UNICEF is to promote the rights of every child, everywhere, in everything the organization does — in programs, in advocacy and in operations. The equity strategy, emphasizing the most disadvantaged and excluded children and families, translates this commitment to children's rights into action. For UNICEF, equity means that all children have an opportunity to survive, develop and reach their full potential, without discrimination, bias or favoritism. To the degree that any child has an unequal chance in life — in its social, political, economic, civic and cultural dimensions — her or his rights are violated. There is growing evidence that investing in the health, education and protection of a society's most disadvantaged citizens — addressing inequity — not only will give all children the opportunity to fulfill their potential but also will lead to sustained growth and stability of countries. This is why the focus on equity is so vital. It accelerates progress towards realizing the human rights of all children, which is the universal mandate of UNICEF, as outlined by the Convention on the Rights of the Child, while also supporting the equitable development of nations.

**Job organizational context:**

UNICEF Supply Division (SD) works to ensure equitable and inclusive access to essential supplies and services for children and their families, in development, humanitarian and fragile contexts. These supplies are critical to saving lives, supporting children's health and education, and protecting them from abuse, exploitation, and neglect. As the UN's largest end-to-end supply chain entity, UNICEF leverages its global reach, market influence, supply chain expertise and partnerships with governments, civil society, private sector, industry, and other stakeholders to meet children's needs and protect their rights around the world.

SD focuses on three result areas to maximize impact, scale, and effectiveness: strategic procurement; supply preparedness and response in humanitarian and fragile contexts; and supply chain optimization. To facilitate and accelerate progress toward these results, SD employs three change strategies: financing for supply and services, supply chain digitalization and supply chain localization.

The Business Support Unit (BSU) is envisioned as the focal area for providing administrative functions and services throughout Supply Division (SD) and is responsible for procedural and specialized services

and operational support aimed at delivering measurable impact across key performance areas through centralized request management and ticketing system.

**Purpose for the job:**

Under the supervision and guidance of the Chief Administrative Centre, the Senior Business Support Associate is responsible for the coordination and overall monitoring, planning and guiding the execution of various standardized tasks and actions for the operational support of respective Centers, and ensuring compliance with the UNICEF Financial Rules and Regulations, Divisional Procedures, Supply Division Manual and other applicable policies and procedures. The Senior Business Support Associate manages the work of the Business Support Unit.

**III. Key functions, accountabilities and related duties/tasks**

- The Senior Business Support Associate leads and enables team to effectively deliver support and services. S/he is overall responsible for monitoring, planning and guiding the work of the BSU, quality assurance and service delivery for tasks related to people and culture, financial and budget monitoring and management, procurement services, and events, travel, knowledge management support and services
- Conducts quality checks and monitors the efficiency of services and support provided to SD, as well as the work of both units.
- Acts as the focal point for troubleshooting unit-related issues, provides project management support, and engages in cross-functional initiatives to improve service delivery within SD.
- The Senior Business Support Associate oversees rapporteur support services for statutory committees.
- Carry out duties assigned to the unit with the main focus on the most complex and compelling queries.
- Responsibilities include ensuring the BSU is adequately trained and skilled to deliver expected results, with workloads distributed efficiently and outputs that are measurable and quantifiable.
- Additional responsibilities include ensuring the availability and effective use of ticketing systems to support workflow management, reporting, analysis, and related needs.
- Accountability of position is to ensure that BSU's output meets all expected norms of quality assurance and is in full compliance and conformity with applicable regulations, rules, policies and procedures pertaining to financial, operational and other relevant frameworks.
- Prioritizes BSU activities to meet expected support and services, and coordination of the same internally within BSU and AU, and externally with relevant Centers and within SD.
- Communicates and coordinates BSU activities with external stakeholders within UNICEF and other UN entities as needed, and others as relevant.
- Stays abreast of internal and external developments, both in terms of needs and requirements for changes and future BSU functions as relevant to support and services provided, prepares analysis, design and business cases, and lead change management process as needed.

- Analyses multiple process functions and processes, prepares proposals for integrating services, strives for efficiency and effectiveness, and leads process innovation.
- Serves as backup for other colleagues within AU and OiC for Admin Manager as needed.

#### **IV. Impact of Results**

The scope of key results extends beyond small, discrete teams to impact support services of entire SD division. S/He supports the team and the supervisor in the compilation and coordination of work products, ensuring deadlines are met and established rules and procedures are followed. The work is standardized; yet the incumbent must apply a good knowledge of guidelines, to operationally support SD. Key performance indicators go beyond the timeliness and accuracy of work to include planning and organizing the work of the team.

BSU Associates at this level represent the supervisor in communications involving the exchange of non-routine information, coordinating and following up on deadlines as well as establishing and maintaining communications with staff across various divisions and within the team. Communications require tact and discretion. They may also provide guidance and directions to temporary or lower-level staff.

#### **V. Capabilities Required**

1. Project Management
  - Design and Create project plans, objectives and deliverables
  - Track and organize resources like time, budget, and team efforts
  - Prepare recommendations on risk assessment and mitigation factors
2. Collaboration
  - Navigate organizational dynamics and adapt behavior to respond to management requirements
  - Choose appropriate words, tone and tailors' messages respectfully and persuasively to suit different audiences at all levels
  - Prepares articulated and clear, concise and well-structured reports and documents using appropriate language
  - Pay close attention to what others are saying, actively listening and asking questions for clarification
  - Presents ideas and advocates new concepts of information clearly in front of groups
3. Problem Solving
  - Analyze multiple data origins, identify trends, patterns and anomalies
  - Evaluate information, analyze problems, identify underlying causes and risks with recommendations
  - Summarize and communicate findings, focusing on actionable insights to support decision-making
  - Make decisions in time-sensitive situations, even with incomplete information
  - Assess the potential impact of solutions (costs, benefits and risks)
4. Digital Dexterity
  - Competent in the utilization of AI-powered tools and platforms to automate data analysis

- Apply prompts to improve the effectivity of quality of reports and data, ensuring alignment with internal regulations and policies for management decisions
- Use specialist technology business systems and software and support progressive policy improvements
- Analyze and summarize data from various business systems to generate reports and insights

## **VI. Competencies and level of proficiency required (based on UNICEF Professional Competency Profiles)**

### **Core Values**

- Care
- Respect
- Integrity
- Trust
- Accountability
- Sustainability

### **Core Competencies**

- Nurtures, Leads and Manages People (1)
- Demonstrates Self Awareness and Ethical Awareness (2)
- Works Collaboratively with others (2)
- Builds and Maintains Partnerships (2)
- Innovates and Embraces Change (2)
- Thinks and Acts Strategically (2)
- Drives to achieve impactful results (2)
- Manages ambiguity and complexity (2)

## **VII. Skills**

- People management skills
- Training and experience using MS Word, Excel, PowerPoint and other UNICEF software such as SharePoint; knowledge of integrated management information systems required.
- Thorough knowledge of UNICEF administrative policies and procedures.
- Organizational, planning and prioritizing skills and abilities.
- Nurturing and building partnerships, ability to deal patiently and tactfully with visitors.
- High sense of confidentiality, initiative and good judgment.
- Ability to work effectively with people of different national and cultural background.
- Ability to work in a team environment to achieve common goals and to provide guidance to more junior support staff

VIII. Recruitment Qualifications	
Education:	Completion of secondary education is required, preferably supplemented by technical or university courses related to the field of work.
Experience:	A minimum of 7 years of relevant administrative or clerical work experience is required. Experience supervising people and teams is highly desirable
Language Requirements:	Fluency in English is required. Knowledge of Danish or another UN language is considered as an asset.

The document outlines the generic job profile for the Business Support Unit Assistant at UNICEF's Supply Division, detailing the responsibilities, competencies, and qualifications required for the role.

- **Mission and Organizational Context:** UNICEF's mission focuses on promoting children's rights and equity, with the Business Support Unit Assistant providing administrative and operational support within the Supply Division across various locations. [\[1\]](#) [\[2\]](#)
- **Primary Purpose:** The role involves executing routine and specialized administrative tasks in compliance with UNICEF's financial rules and divisional procedures under supervisor guidance. [\[3\]](#) [\[4\]](#)
- **Key Functions - People and Culture:** Responsibilities include managing access requests, onboarding/offboarding staff and consultants, monitoring attendance, processing contracts, and preparing documentation for contract review committees. [\[5\]](#) [\[6\]](#)
- **Financial and Budget Management:** Tasks cover invoice processing, vendor master updates, prepaid card payments, handling financial queries, budget reporting, managing fund commitments and reservations, and supporting year-end financial activities. [\[7\]](#) [\[8\]](#)
- **Procurement Duties:** The assistant handles service and goods requisitions, purchase orders, asset acquisition, goods receipt confirmation, vendor registration, and submission of cases to review committees. [\[9\]](#) [\[10\]](#)
- **Event and Travel Management:** Includes coordinating supplier and high-level visits, organizing staff meetings and year-end gatherings, registering travel plans, securing travel authorizations, visas, security clearances, and other travel requirements. [\[11\]](#) [\[12\]](#)
- **Committee Support and Knowledge Management:** Providing rapporteur services for various statutory committees and maintaining knowledge management systems such as SharePoint and archival processes. [\[13\]](#) [\[14\]](#)
- **Impact and Communication:** The assistant supports the supervisor by ensuring timely, accurate work, coordinating communications across divisions with tact and discretion, and may guide junior staff. [\[15\]](#) [\[16\]](#)
- **Competencies and Qualifications:** Required competencies include partnership building, ethical awareness, achieving results, innovation, strategic thinking, and collaboration. Qualifications include

secondary education, preferably with related technical or university courses, five years of relevant experience, and fluency in English. [\[17\]](#) [\[18\]](#)