

JOB PROFILE

| I. Post Information | |
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| Job Title: Administrative and Finance Officer (Temporary Appointment) Supervisor Title/ Level: Operations Manager NOC Organizational Unit: Panama Common Services Center/LACRO | Job Level: 1 Job Profile No: CCOG Code: 1.A.12 Functional Code: ADM Job Classification Level: Level 1; NOA |

| II. Organizational Context and Purpose for the job |
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| <p>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.</p> <p><u>Job organizational context:</u></p> <p>The Administrative and Finance Officer NOA reports to the Head of Panama Common Services Center (CSC) - Operations Manager NOC, placed under the supervision of the LAC Regional Office Operations Manager. The CSC provides administrative and Finance services to approximately 136 staff located in Panama including LACRO, Panama CO, HQ - Center of Excellence and outposted staff from PFP, DPC, OED and Haiti CO.</p> <p>This is a newly created position (Temporary Appointment), established to support the operationalization of the Panama CSC in line with the new Global Common Services Center framework approved in September 2025.</p> <p><u>Purpose for the job:</u></p> <p>Under the supervision of the Head of the CSC, the Administrative and Finance Officer plays a major role in the implementation and functioning of the Panama Common Services Center (CSC).</p> |

The incumbent will support the CSC readiness through process mapping, workflow optimization, and SLA/OLA development ensuring alignment with UNICEF CSC framework, policies, risk management frameworks, and local needs. He/she will lead the Admin and Finance team to deliver a full range of cost-effective administrative support and financial services while ensuring compliance with UNICEF procedures. The incumbent will be key in supporting the smooth onboarding and offboarding of supported staff.

The post will actively support change management by facilitating communication with client offices, documenting operational issues and lessons learned, monitoring process performance, and contributing to continuous improvement and quality assurance.

It will also strengthen knowledge management through the development and maintenance of a dedicated CSC SharePoint knowledge hub, centralizing guidance, tools, and learning resources for staff across supported offices.

III. Key functions, accountabilities and related duties/tasks

Within the delegated authority and under the given organizational set-up, the incumbent may be assigned the primary, shared, or contributory accountabilities for all or part of the following areas of major duties and key end-results.

1. Strategic planning, performance monitoring and internal controls
2. Budget management
3. Financial management
4. Administrative Management
5. Capacity Building and Knowledge Management
6. Partnership, coordination and collaboration

1. Strategic planning, performance monitoring and internal controls

Contribute to strategic planning and monitoring of administrative and financial matters for the CSC.

Lead, nurture and supervise the Administrative and Finance team.

Provide practical input on implementation of administrative and finance guidelines, in close coordination with the supervisor. Updates staff on administrative and finance policies, procedures, rules and regulations. Implements the appropriate application and interpretation of administrative rules, regulations, policies, and procedures.

Brief and assist arriving and departing staff on administrative and Finance procedures and requirements.

Identify internal control gaps, risks, and inefficiencies, and propose practical improvements to systems and procedures. Support the implementation of adequate fraud mitigation measures.

Keep supervisor abreast of potential problem areas and identify and recommend solutions.

Prepare and consolidate reports on administrative and financial performance, including key operational data and trends, to support oversight, review and decision-making by the supervisor and the CSC governing bodies.

2. Budget management

Provide technical and operational support to financial planning processes.

Support preparation of workplan and operational budgets including premises, utilities, supplies and equipment.

Prepare and analyze financial data, forecasts, and estimates to support the CSC budgeting.

Monitor budget allotments and expenditures and prepare periodic variance analysis and reports

Ensure the monitoring of cost recovery of CSC and alert on under/over recovery for adjustment.

3. Financial management

Review financial transactions submitted by the Finance associate (payments, advances, travel claims, journal entries, DCT, vendor payments, etc.) to GSSC, ensuring compliance with IPSAS and UNICEF regulations.

Support management of bank accounts, local payment processing including petty cash with proper documentation.

Monitor and follow up on outstanding transactions and coordinate with GSSC to ensure timely resolution.

Support the supervisor with DCT/FACE forms for accuracy, reasonability, and compliance before processing.

Assist in cash flow monitoring and forecasting.

Support account closure activities (monthly, quarterly, yearly).

Contribute to management and donor financial reports ensuring data accuracy and compliance.

Support responses and follow-up to audit and oversight recommendations when applicable (UNBOA, OIAI, donors, JIU).

4. Administrative Management

Oversee the delivery and continuous improvement of administrative services, including space management, transport and fleet maintenance, equipment, travel and conference support, communications, local procurement and utilities, ensuring timely and cost-effective services

Ensure that services and maintenance of premises are in accordance with organizational standards.

Prioritize implementation of eco-efficient and accessible measures as per UNICEF's Sustainability and Climate Action Plan.

Support the Inter-Agency Operations Management Team's approaches for enhancing UN common services to attain efficiency and effectiveness.

Help negotiate and administer matters relating to office premises, utilities and services with vendors and agencies. Support administration and monitoring of contracts for premises, maintenance, security, cleaning, transport, equipment servicing and other administrative services. Monitor vendor performance and compliance with contractual terms.

Monitor accuracy of the asset register in accordance with UNICEF procedures

Assist supervisor in Property Survey Board for submissions, preparing minutes of meetings and follow-up on PSB recommendations approved by the Head of Office or delegate.

Track contract expenditures and ensure payments are processed in line with contractual obligations

5. Capacity Building and Knowledge Management

Collaborate on the development of training activities to ensure effective performance of the CSC team in administrative services management

Contribute knowledge sharing on systems, policies and best practices. Development and maintenance of a dedicated CSC SharePoint knowledge hub, centralizing guidance, tools and learning resources for staff across supported offices.

Support change management by facilitating communication with client offices, documenting operational issues and lessons learned

6. Partnership, coordination and collaboration

As required, under the direction of the supervisor, support coordination with UN agencies, government counterparts, partners and service providers on operational and financial matters.

Contribute to harmonization initiatives related to common services and inter-agency operations where applicable.

7. Performs any other duties and responsibilities assigned as required.

IV. Impact of Results

1. The CSC's governance and operational effectiveness is strengthened by enhancing strategic planning, performance monitoring and internal controls, ensuring compliant, risk-informed, timely and data-driven administrative and financial management decisions.

2. The budget preparation and implementation are properly administered and monitored in the area of administrative management and finance.

3. All financial transactions are in compliance with the applicable policies, procedures, rules and regulations.

4. Administrative support services are timely and effectively provided

5. Staff capacity is enhanced through active knowledge sharing, staff learning/development programmes in the area of administrative management and finance.

6. Effective working relations are maintained with other agencies, local authorities and implementing partners.

7. Any other assigned administrative management responsibilities and services are effectively carried out and delivered.

V. UNICEF values and competency Required (based on the updated Framework)

i) Core Values

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

ii) Core Competencies (For Staff with Supervisory Responsibilities)

- 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)
- Drive to achieve impactful results (2)
- Manages ambiguity and complexity (2)

Technical Knowledge

a) Specific Technical Knowledge Required (for the job)

(Technical knowledge requirements specific to the job can be added here as required.)

- Finance and Administrative service management functions
- Technical knowledge of Common Services Operations is desirable.
- UNICEF administrative service management policies, procedures and guidelines in the manual as relevant, in the context of the country's situations and conditions of work.

b) Common Technical Knowledge Required (for the job group)

- Principles of office management, operations management, programme management and administration.
- Administrative service management's goals, visions, positions, policies, and strategies
- Information and Communication Technology Administration.
- Supply operations, logistics and purchasing administration.
- Rights-based and Results-based management and programming approach in UNICEF.
- UNICEF emergency programme policies, goals, strategies, approaches and procedures.

c) Technical Knowledge to be Acquired/Enhanced (for the Job)

- UN policies and strategies to address issues in harmonization of administrative service management and operations in the common system.
- UNICEF positions about UN common approaches to administrative service management and operations issues.
- UN security guidelines.
- Government regulations and laws in the locality pertinent to administrative service management and operations.

| VI. Recruitment Qualifications | |
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| Education: | University degree in social sciences, business management, administration, finance or any other relevant field of discipline. |
| Experience: | Minimum One year of relevant professional work experience with both national and international work experience in office management, administration, finance, accounting, ICT, human resources, supply or any other relevant function. Work experience in emergency duty stations. |
| Language Requirements: | Fluency in English and Spanish is required. Knowledge of another official UN language (Arabic, Chinese, French, or Russian) is an asset. |

| VII. Child Safeguarding | |
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| (Please respond with Yes or No) | |
| Is this role a representative, deputy representative, chief of field office, the most senior child protection role in the office, child safeguarding focal point, or investigator (OIAI)?: | No |
| Is this post a direct contact role in which incumbents will be in contact with children either face-to-face, or by remote communication, but the communication will not be moderated and relayed by another person?: | No |
| Is this post a child data role in which incumbent will be manipulating or transmitting personal-identifiable information on children such as names, national id, location data, or photos)?: | No |
| The selected candidate for this position will be required to engage with vulnerable children: | No |