

GENERIC JOB PROFILE

I. Post Information	
<p>Job Title: Operations Officer</p> <p>Supervisor Title/ Level: various</p> <p>Organizational Unit: Programme</p>	<p>Job Level: P-1</p> <p>Job Profile No.:</p> <p>CCOG Code:</p> <p>Functional Code: PMA</p> <p>Job Classification Level: P-1</p>

II. Organizational Context and Purpose for the job
<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>The Global Programme Division (GPD) plays a central role in driving programme excellence across UNICEF. It provides global strategic leadership and policy direction, develops and monitors frameworks and standards, and ensures coherence and alignment across sectors, regions and partners. GPD generates high-impact, evidence-based solutions and serves as a hub of specialized expertise, offering technical guidance on policy reform and scalable programming.</p> <p>GPD leads UNICEF’s policies, standards and negotiations for programme, ensuring the organization’s assets and priorities are aligned with and contribute to child development goals. In addition, GPD strengthens country-level implementation through integrated technical support, linking global policy with on-the-ground action to deliver results for children at scale.</p> <p>As part of this structure, UNICEF has established Centres of Excellence (CoEs) to provide high-quality, demand-driven technical assistance to Country and Regional</p>

Offices, and their governments and partners. Located strategically in Nairobi, Panama, Amman and Bangkok, the CoEs bring together cross-cutting expertise across time zones. Global Programme Practices in CoEs function as a single point of entry for support, delivering tailored assistance in priority areas such as policy reform in matters that advance the wellbeing of children, at-scale programme design, public finance, workforce development and institutional strengthening, and timely humanitarian response while promoting resilient development. In so doing, the CoEs also contribute to global policy standards ensuring that UNICEF's support is grounded in practical knowledge.

Job organizational context:

The Operations Officer is embedded within Strategic Operations, reporting to a Chief of Strategic Operations with a dotted line reporting relations to the CoE Director. This role bridges operational delivery by liaising regularly with multiple units—Programme, Common Services Centers (CSCs), Finance, Supply—and with external partners.

Purpose for the job:

Under the supervision and guidance of the supervisor, the Operations Officer provides risk-informed, solution-oriented analysis, reviewing business transactions for efficiency, and ensuring value for money. The ideal candidate will support Results-Based Management frameworks, contribute to efficient transaction processing, creates and maintains good working relations with CSCs in the locations, and manage consultant rosters & LTAs. They will also lead capacity-building initiatives and collaborate with teams to enhance processes, focusing on core pillars such as Valuing People, Money, Risk Management, Systems, and Partners.

III. Key functions, accountabilities and related duties/tasks

Operations Focal Person

- Work closely with CSC and COE teams to allocate office space efficiently, provide support to the lead CoE Director on office space and operational matters
- Represent GPD/COEs on development of common service budgets, gather necessary information including funding data from teams and work closely with CSCs to ensure budgetary information is provided in time
- Contribute to the smooth transition and functioning of the CoEs (Centers of Excellence) minimizing disruptions, building support, improving customer experience, and compliance, strengthening controls, and reducing backlogs.
- Create and maintain smooth working relations with the local CSC, other CSCs in other CoE locations, GSSC and other service providers.
- Act the main point of contact for operational aspects of the COEs, like procurement, asset management, budget, contract management, and low value procurements
- Coach and provide day-to-day operational support to newly recruited Programme Assistants.
- Review business transactions for efficiency, performance, risk management, and fraud prevention.
- Support teams with organizing events and workshops as necessary.
- Analyze services in budget, financial management, facilities, administration, supply and logistics, ICT, human resources, and safety and security.
- Understand business needs to propose value-for-money solutions.

Consultant Management

- Provide technical support for the formalization and management of the consultant roster

- Coordinate and centralize consultant rosters for easy access and monitoring
- Serve as the technical focal person for consultant-related issues
- Outline business processes, identify best practices, and create SOPs for LTAs
- Monitor LTAs and ensure timely extensions

Other Duties

- Support the organization of capacity development activities, workshops and field missions.
- Assist in preparation and dissemination of background materials, track logistics, coordinate vendor engagement and liaise with participants.
- Adapt to shifting programme needs and provide support during emergency responses, surge deployments or re-prioritization events.
- Support other tasks as assigned

IV. Impact of Results

Incumbent drives the efficiency and effectiveness of the office by expertly managing the full spectrum of operational activities. This meticulous support ensures the smooth operation of key processes, directly contributing to enhanced overall performance and the successful implementation of project and programme activities. This function ensures that the different teams are coordinated on operational matters and respond as one entity while maintaining their autonomous in program delivery. Timely response on operational issues, adequate coordination among teams and smooth relations with local CSCs is a key result of the position.

V. Capabilities Required

1. Project Management (3)

- Create project plans, objectives and deliverables.
- Track and organize resources like time, budget, and team efforts.
- Identify and report potential risks for further guidance.

2. Collaboration (3)

- Navigate organizational dynamics and adapt behavior to respond to different situations.
- Choose appropriate words, tone and tailors' messages respectfully and persuasively to suit different audiences.
- Write clear, concise and well-structured reports and documents using appropriate language.
- Pay close attention to what others are saying, asking questions for clarification.
- Present ideas and information clearly in front of groups.

3. Problem Solving (3)

- Analyze data, identify trends, patterns and anomalies.
- Evaluate information, analyze problems, identify underlying causes and risks.
- 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 (3)

- Utilize AI-powered tools and platforms to automate data analysis.
- Apply prompts to improve the quality of reports and data, ensuring alignment with internal regulations and policies.
- Use specialist technology business systems and software.
- Analyze and summarize data from various business systems to generate reports and insights.

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

Core Values

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

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)

Core Competencies for Staff without Supervisory Responsibilities

- Demonstrates Self Awareness and Ethical Awareness (1)
- Works Collaboratively with Others (1)
- Builds and Maintains Partnerships (1)
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- Thinks and Acts Strategically (1)
- Drives to Achieve Impactful Results (1)
- Manages Ambiguity and Complexity (1)

*The 7 core competencies are applicable to all employees. However, the competency Nurtures, Leads and Manages people is only applicable to staff who supervise others.

VII. Recruitment Qualifications

Education:

A Bachelor's degree is required in Business Management, Financial Management, Accounting,

	Public Finance, or a related operations field such as Supply Chain, Human Resources, Information Technology, International Business, or Project Management.. A professional certification from a recognized professional institution (such as ACCA, CPA, CMA etc.) is an asset.
Experience:	<p>A minimum of one year of professional experience at the national and/or international level is required, specifically in one or more operations management areas such as budgeting, financial management and reporting, facilities management, administration, supply and logistics management, information and communication technology, or human resources.</p> <p>Experience within a UN system agency, a large private or public organization, or in a developing country or humanitarian/emergency context is considered an asset.</p> <p>Experience in a UN system agency, large private or public company, or experience working in a developing country and/or humanitarian/ emergency context is an asset.</p> <p>Experience in working with corporate ERPs (Enterprise Resource Planning) and IPSAS (International Public Sector Accounting Standards) is highly desirable.</p> <p>Understanding of Results Based Management is a requirement.</p> <p>Experience in supporting successful client-oriented work units is an asset.</p> <p>Familiarity with Microsoft Office applications is required.</p>
Language Requirements:	Fluency in English is required. Knowledge of another official UN language (Arabic, Chinese, French, Russian or Spanish) or local language of the duty station is considered an asset.

VIII. Child Safeguarding	
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