

## TERMS OF REFERENCE FOR TEMPORARY APPOINTMENT

<b>Title</b>	:	Programme Manager (Rick & Direct Cash Delivery)
<b>Post Number</b>	:	136741
<b>Contract type</b>	:	Temporary Appointment
<b>Proposed level</b>	:	P-4
<b>Duration</b>	:	364 days
<b>Duty Station</b>	:	Juba, South Sudan
<b>Supervisor</b>	:	Representative (with matrix reporting line to Deputy Representatives)
<b>Funding Source (WBS):</b>	:	TBC
<b>Grant and percentage of cover:</b>	:	TBC

### JOB ORGANIZATIONAL CONTEXT:

South Sudan is experiencing one of the world's most complex and prolonged humanitarian crises, with more than 9.3 million people—approximately [70%](#) of the population—in need of humanitarian assistance. Multiple, overlapping shocks continue to exacerbate vulnerabilities, including persistent conflict, widespread displacement, economic decline, and recurrent climate shocks.

The country also faces major public health challenges, including its worst cholera outbreak on record, with more than 95,000 cases and over 1,500 deaths reported between 2024 and 2025. Malnutrition remains at emergency levels, driven by chronic and recurrent acute food insecurity crises —affected the most vulnerable children and their families. As a result, [2.11](#) million children under five and [1.15](#) million pregnant and breastfeeding women require treatment for acute malnutrition.

These overlapping crises have sharply reduced household purchasing power and access to essential goods and lifesaving services (Health, Nutrition, Education, etc.). Women and children are disproportionately affected, facing heightened risks of protection violations, including gender-based violence, exploitation, and other harmful coping mechanisms to cope with the dire humanitarian situation.

In response to this multifaceted humanitarian crisis, UNICEF South Sudan Country has significantly scaled up its cash-based assistance operations, making this modality a core component of its response strategy to ensure that frontline workers and shock-affected families receive timely Assistance.

To operate effectively in such a highly volatile and unpredictable environment, UNICEF South Sudan must rapidly adapt its ways of working to build the operational agility required to deliver cash assistance in South Sudan, addressing daily, multiple and rapidly evolving operational constraints. This includes establishing strong direct delivery capacities, enhancing operational and risk management expertise specific to the use of cash-based modalities, and reinforcing internal structures to be fit for purpose of delivering large-scale volume of individual payments across sectors. These measures are essential to ensure that cash modalities are used in a sound, timely, and risk-informed manner.

The incumbent will be responsible for managing the office's cash-based assistance portfolio and will work in close collaboration with both each Programme sector team using cash modalities, and Operations teams, using predictable coordination office mechanisms, and systematic alignment of programmatic and operational accountabilities.

The position will report to the Representative, with functional reporting lines to both the Deputy Representative Programme and the Deputy Representative Operations. It will be based in Juba, with regular field travel across South Sudan to support implementation, strengthen oversight, and ensure operational readiness in the field. The Programme Manager (Risk and Direct Cash Delivery) will provide operational support to all sections implementing Cash based modalities, ensuring the day-to-day coordination of both the technical and operational components of the use of cash modalities. The incumbent will also supervise and manage staff directly involved (data management, monitoring capacity) in the direct delivery of payments to frontline workers and vulnerable families.

## **PURPOSE**

The position provides strategic leadership and operational oversight for UNICEF South Sudan's Cash based assistance portfolio. The incumbent leads the development and institutionalization of cash standards, operations procedures, robust data and payment management systems, and integrated risk management, accountability, and monitoring frameworks for direct cash delivery. The role ensures strong governance, compliance, and operational readiness for largescale, risk informed cash payments to frontline workers and households. It strengthens internal capacities and coordination, advises senior management, and promotes harmonized, risk-informed delivery approaches across Programme and Operations teams.

## **MAIN RESPONSIBILITIES AND TASKS**

Under the direct supervision of the Representative, the Programme Manager (Risk and Direct Cash Delivery), P4 will:

1. Establish robust risk management and monitoring framework for the use of cash-based assistance modalities.
  - In close collaboration with relevant programme sections, ensure that all beneficiary grievances and complaints that require decision from UNICEF are reviewed and acted upon in timely manner and in line with the project/programme parameters and principles.
  - Ensure that a systematic and predictable mechanism for deduplication of the payment list is established and used.
  - Ensure that each cash programme has a comprehensive operational monitoring plan in place.
  - Ensure harmonization of cash related practices are harmonized across sections, contributing to a one office approach to cash related risk management, making it more efficient and predictable office wide.
  - Ensure that all relevant stakeholders (eg., implementing partner and Third-party Monitoring staff) involved in the implementation and monitoring of cash operations are adequately coordinated, trained on monitoring and grievance and redressal mechanisms (GRM), with clear segregation of duties in place to strengthen internal controls and enhance overall accountability.

- Work closely with the Operations team to establish procedures and tools that mitigate operational and reputational risks, ensuring timely escalation, investigation, and closure of cases in line with UNICEF's corporate accountability frameworks.
2. Efficiently oversee the operational functions of the cash team, including the supervision of personal data management system (HOPE), provision of technical assistance, payment management, and the monitoring system required for cash programme delivery.
  3. Ensure the daily coordination of the team and facilitate regular interaction with the programme sections and operations to prioritize tasks based on programme-specific needs.
  4. Lead capacity-development initiatives for staff and partners, institutionalizing tools, SOPs, and standards for large-scale cash delivery in fragile contexts.
  5. Coordinate with programme sections overseeing implementing partners, financial service providers(FSP), Third Party Monitoring ( TPM/ CTGs extender) to ensure quality assurance, risk management for both cash interventions targeting frontline workers' families. This also includes review and streamlining of programme and operational procedures and maintaining up-to-date security risks and mitigation measures.
  6. Supervise the cash-based modalities technical coordination mechanisms and make recommendations to the Country Management Team (CMT) for changes in project management parameters as required
  7. Provide strategic guidance to supervisees to ensure the beneficiary data management function, grievances redressal, finance, contracting, and partnership management work in a coordinated manner.
  8. Work closely (second reporting line to the Chief Health with HSTP Information Officer post and Social Policy specialist on the technical and operational design of the use of cash-based modalities.
  9. Undertake the secretariat function for the country office, Direct delivery of cash-based modalities task force, chaired by the Representative at the strategic level.
  10. Lead the Cash Task Force meetings at both technical and operational levels, ensuring effective coordination and timely technical and operational decision-making.
  11. Act as a focal point for any use of cash-based modalities in the office and ensure the required level of technical and operational harmonization of the use of cash-based modalities across sections.
  12. Work closely with chief field offices to ensure field-level operations are undertaken in line with operational and technical requirements. This will require regular travel across South Sudan.
  13. Work closely with South Sudan Programme Sections to ensure direct delivery services and programme technical requirements are in close synergy and that the direct delivery team is providing services in line with programme requirements.
  14. Engage with other sections to design any new use of cash-based modalities within sectoral responses (Proposals) , aimed at scaling up the cash portfolio within the office.
  15. Regularly update Country office management on the level of risk exposure related to the use of cash modalities, and alert on any development to inform Country office management rapid decision
  16. Provide strategic guidance and technical support to sections using the cash modality to ensure sound implementation in line with UNICEF procedures and standards.

17. Review and approve processes that will ensure design and data integrity; these include software and hardware in compliance with all UNICEF and international best practices and standards.
18. Review and approve the cash-related inputs into briefing notes for Senior Management and external reports for donors as required.
19. Represent the UNICEF South Sudan Country Office in key UN and inter-agency coordination platforms—particularly the National Cash Working Group (CWG)—to ensure effective technical engagement and strong advocacy for UNICEF’s priorities.
20. Contribute to strengthening inter-agency coordination by providing regular updates on UNICEF’s cash operations within the CWG, supporting joint analysis, harmonization of approaches, and improved synergies of cash delivery across the country.
21. Support inter-agency efforts to harmonize cash transfer values and delivery practices by providing technical guidance and advocacy within the CWG to establish a harmonized **Minimum Expenditure Basket (MEB)**, ensuring that essential needs for children are fully prioritized and integrated.

Act as the focal point to liaise with the Global cash-based assistance hub.

## **MINIMUM QUALIFICATIONS AND COMPETENCIES**

### **Education:**

Advanced university degree in Social Sciences, International Relations, Public Policy, Public Administration, Social Development, Development Planning, or other relevant disciplines.

### **Work Experience:**

- A minimum of 8 years of progressively responsible international professional experience in humanitarian or development contexts is required.
- Hands-on experience in the use of cash transfer modalities in humanitarian context is required.
- Experience working with UNICEF in implementing cash programming. Experience with another UN agency implementing cash programming is an asset
- Experience collaborating across multiple technical and operational functions, working with diverse subject-matter experts and cross-sectoral teams is an asset.
- Operational experience in programme planning, implementing, reporting, and monitoring involving the use of cash-based modalities in humanitarian and/or high-risk contexts is required.
- Demonstrated experience in managing cash-related technical and operational risks in humanitarian and/or high-risk contexts.

**Language Requirements:** English – Proficient/Fluent is required. Knowledge of another official UN language (Arabic, Chinese, French, Russian or Spanish) or a local language is an asset.

**The competencies required for this post are:**

### **i) Core Values**

- Care
- Respect

- Integrity
- Trust
- Accountability
- Sustainability

**ii) Core Competencies (For Staff with Supervisory Responsibilities)**

- Nurtures, Leads, and Manages People (2)
- 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)

**[http://www.unicef.org/about/employ/files/UNICEF\\_Compencies.pdf](http://www.unicef.org/about/employ/files/UNICEF_Compencies.pdf)**

UNICEF is committed to diversity and inclusion within its workforce, and encourages all candidates, irrespective of gender, nationality, religious and ethnic backgrounds, including persons living with disabilities, to apply to become a part of the organization.

UNICEF has a zero-tolerance policy on conduct that is incompatible with the aims and objectives of the United Nations and UNICEF, including sexual exploitation and abuse, sexual harassment, abuse of authority and discrimination. UNICEF also adheres to strict child safeguarding principles. All selected candidates will, therefore, undergo rigorous reference and background checks, and will be expected to adhere to these standards and principles.

**Endorsements**

<b>Supervisor:</b> Noala Skinner	
Title: Representative	Signature:
Date:	
<b>Funding Verified by Budget</b>	
	Signature:
<b>Title:</b>	
<b>Date:</b>	
<b>Deputy Representative</b>	
	Signature:
Date:	
<b>Approval Head of Office</b>	
<b>Name:</b>	Noala Skinner
<b>Title:</b>	Representative UNICEF South Sudan
<b>Signature:</b>	
<b>Date:</b>	