



**UNITED NATIONS CHILDREN'S FUND
SPECIFIC JOB PROFILE**

I. Post Information

Job Title: **Operations Manager**
Supervisor Title/ Level: Regional Chief of Operations, LACRO P-5

Organizational Unit: Operations
Post Location: Panama, LACRO
Duty Station: Panama City

Job Level: P-4
Job Profile No.: 129556
CCOG Code:
Functional Code:
Job Classification Level: P-4

II. Organizational Context and Purpose for the job

The fundamental and primary mission of UNICEF is to promote the rights of every child, everywhere, in everything the organization does — in programmes, 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 child survival, 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. Therefore, 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.

Strategic office context and purpose of the job:

The Operations Manager is a strategic Business Partner for LACRO Senior Management Team, Country Offices Deputy Representatives Operations, Operations Managers and the LACR Operations community. The position oversees the effective Operations management of the Regional Office and provides technical supervision to the head of the Shared Operations Unit supporting Panama CO and LACRO. The position is also responsible for the provision of technical support, oversight, knowledge management and capacity building to LACR Country Offices in Finance, Budget, Administration, Greening, Accessibility, and UN reforms related matters. The incumbent leads initiatives supporting efficiency of business processes in the region and monitors their sustainability. The function provides advice on best and innovative operational practices to enhance country offices' performance. In addition, the function supports the Regional PBR exercises with technical inputs in operations matters as well as the Peer Review conducted by LACRO. The position reports to the Regional Chief of Operations.

The incumbent will be responsible for the following:

Support effective Operations management of the Regional Office

- Support the efficiency of the regional office governance mechanisms and operations management.
- Contribute to the elaboration of the Regional Office Management Plan (ROMP), Annual Management Plan (AMP), and annual/midterm review exercises.
- Leading by example, oversee and provide technical supervision to the head of the Shared Operations Unit servicing LACRO and Panama Country Office.

Technical support and oversight to LACR Country Offices in Finance, Budget, Administration, Greening, Accessibility, and UN reforms related matters

- Support country offices in establishing effective financial and budget management systems (including Private Sector Fundraising operations), and risk-informed internal controls mechanisms.
- Support cost-effectiveness of country offices assets management.
- Guide country offices in managing facilities with a specific focus on inclusive accessibility, eco sustainability and monitor regional sustainable performance.
- Support LAC region BOS and Common Back Office implementation, including quality review of data, cost benefit analysis, business cases and reporting.
- Support Country Offices Country Programme Management Plan processes.
- Support regional TRT/Programme Budget Review exercises with operational technical inputs.
- Contribute to the timely monitoring of country offices Key Performance Indicators and elaboration of regional performance reports.
- Conduct Peer Reviews of Country Offices.

Support effective knowledge management and capacity building of the LAC Operations community

- Monitor and address regional knowledge and capacity gaps through cost-effective and impactful mechanisms (trainings, workshops, webinars, mentoring, structure reviews etc..) in collaboration with DFAM.
- Foster innovative thinking, forward looking mindset, crossregional collaboration, partnership, inclusive, bold and solution driven LAC Operations community, aligned with a common vision to deliver for impactful results for children.
- Support Operations Managers in their role as member of the Country Senior Management Teams, representing the organizational risk, governance systems and policies perspective in management discussions, and promoting results-based management.

Support effectiveness of Country Offices governance mechanisms and the regional efficiency agenda.

- Conduct quality reviews of Country Offices AMPs.
- Support LACR simplification agenda and establish mechanisms to monitor business processes efficiency across the region.
- Support corporate initiatives to simplify processes through regulatory framework adjustments, and innovative business models.

The Operations Manager will be required to align with the following five pillars, the core focus of all operations functions: Valuing People, Valuing Money, Valuing Risk Management, Valuing Systems and Structures, Valuing Partners.

III. Key functions, accountabilities and related duties/tasks *(Please outline the key accountabilities for this position and underneath each accountability, the duties that describe how they are delivered. Please limit to four to seven accountabilities)*

Valuing People: Lead, manage and develop people resources to promote technical competence and foster career progression and retention of a “fit for purpose”/ agile workforce

- Promote an environment of management excellence, staff well-being and accessibility and inclusion through implementation of strategies, policies, procedures.
- Provide proactive solutions and expert advice to senior management on people management and office culture.
- Foster operations behaviors that focus on delivering results for children, whilst balancing risk informed decisions, policy compliance and flexibility through which partners’ needs are reliably addressed, to create an avenue for the greatest results.
- Coordinate the staff development and resourcing strategies to enhance knowledge, skills, abilities and to bring about changes in mind sets of Operations staff.
- Keep abreast of industry standards in management and finance. Institutionalize and share best practices and knowledge learned with regional/national colleagues to contribute to organizational development initiatives to strengthen management and operations.
- Promote and support Excellence in Operations by refining the evolving profession in UNICEF derived from the five strategic pillars.

Valuing Money: Champion strategic resources to achieve organizational goals and ensure Value for Money (VfM)

- Optimize identification and use of resources in various concrete Value for Money (VfM) areas, including eco-efficiency and inclusivity, common premises, costing, results-based budgeting financial monitoring etc.
- Support Business Units on options to generate greater VfM with the goal of strategically expanding its use to UNICEF Country Office functions.
- Support country offices financial oversight management, monitoring and reporting of all the country programme budget - and where applicable private sector fundraising budgets; support analysis and recommendations for Representatives and Deputy Representatives (Programmes) to take risk informed decisions.
- Advise country offices on various modalities of valuing resources through financing modalities such as budgeting and pre-financing modalities for supplies, cash-based transfer etc. along with key government counterparts

- Oversee the utilization of UNICEF funds and assets to ensure optimum utilization by guiding country offices to take appropriate risk informed decisions and action on operational and financial transactions, disbursement of funds, and administrative arrangements

Valuing Risk Management: Enhance Risk Management to increase organizational performance and strengthen internal control

- Ensure country offices are equipped with the right skills and tools and up-to-date information to make operational and programmatic risk informed decisions and improve performance, with the support of the enterprise Governance, Risk and Compliance (eGRC) platform.
- Provide guidance in the reviewing of operational systems and policies/guidance included in the Regulatory Framework, provide oversight of appropriate implementation of policies and procedures, provide feedback on policy and internal controls as appropriate to ensure integrity in all financial and other administrative operations of the Hub country offices.
- Provide effective leadership in policy reviews and recommendations in operations function, taking initiative in enhancing and implementing improved operations management systems.
- Support implementation of mandatory anti-fraud systems, processes and actions, and share anti-fraud achievements within the country offices.

Valuing Systems and Structures: Ensure further operational centralization and optimization for maximized efficiency gains

- Provide guidance in the reviewing key Operations processes to minimize cost, simplify and reduce duplication of work and maximize efficiencies while creating an environment of smarter controls to render the organization agile, resilient and ready to respond to programme needs.
- Facilitate compliance with systems by building awareness and capacity of users, explore new ways of working - including in the context of SG Reform – and continuously improve IT-enabled business processes to increase productivity and collaboration, better knowledge management, and ensure effective use of UNICEF assets.
- Provide key contribution to ROMP, CPMPs and review operational structures in collaboration with Regional Chief of Operations and the Strategic Business Support unit in DFAM.

Valuing Partners: Strengthening internal and external-facing partnerships and leveraging UNICEF's oversight and understanding of financial management across all areas of the office.

- Guide country offices in the provision of technical expertise and recommendations on HACT implementation, including, advice approach to undertaking spot checks, follow-up actions required on result of financial assurance activities; the use and collaboration with the Supreme Audit Institution; and use of micro-assessment results including the appropriate level of capacity building in financial management.

- Foster partnership with Programme teams by providing advice and recommendations on programme budgeting through contribution to programme document and support the financial impact analysis and determination of refunds and amounts owing to the Implementing Partners.
- Support UNICEF Offices resource mobilization partners from donor negotiation and formulation of partnership agreements and contracts through written financial reporting, resolve discrepancies and ensure donor accountability and transparency.
- Foster a positive and enabling operations environment that supports private sector fundraising and engagement (where applicable).
- Support country offices engagement as effective stakeholders in the UN Reform, supporting Business Operating Services (BOS) and Common Back Offices (CBO) implementation.
- Oversee the Shared Operations Unit of LACRO and Panama country offices and support the Regional Operations Management team (ROMT) effectively in UN reform related matters.

IV. Impact of Results *(Please briefly outline how the efficiency and efficacy of the incumbent impacts its office/division and how this in turn improves UNICEF's capacity in achieving its goals)*

The ability of the Operations manager to effectively carry out its responsibilities directly impacts the efficiency of LACRO and Country Offices Operations function. The incumbent will play a critical role in ensuring that technical capacities of Country Offices Operations teams are fit for purpose and that LACRO fulfills its oversight role effectively. This in turn contributes to effectiveness of Programme delivery in the region and maintaining/enhancing the credibility of UNICEF as an effective and responsible manager of funds and resources entrusted to the organization, ultimately furthering UNICEF's image as a competent organization for delivering cost effective and sustainable program results in regular and emergency settings.

V. Competencies and level of proficiency required *(please base on UNICEF Competency Profiles)*

Core Values

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

Core Competencies:

- 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)

VI. Recruitment Qualifications

Education:	An Advanced University Degree (Master's and above) in one of the following areas is required; Business management; Financial management; Accounting; Public Finance; and related operations function (Supply Chain, Human Resources, Information Technology, International Business, Project management, etc.) or a full professional accounting designation (CA, ACA, ACCA, CPA, CIMA, CPFA, Expert Comptable) from an internationally recognized institute/body of accountancy with valid membership in good standing is required.
Experience:	<p>A minimum of 8 years of professional experience, at the national and international level, is required, specifically in implementing strategic organizational initiatives in one or more operations management area including budget; financial management and reporting; facilities management; administration; supply and logistics management; information and communication technology; human resources.</p> <p>Prior experience in the development sector or UN system/ international NGOs would be an asset.</p> <p>Additional experience in one or more of the following areas, would be desired:</p>

	<ul style="list-style-type: none"> • Audit and investigations • Grant Management • Enterprise Risk Management <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>Experience in Results Based Management is a requirement.</p> <p>Experience in supporting successful client-oriented work units is an asset.</p> <p>Previous hands-on experience in strategic operations is a strong asset.</p> <p>Familiarity with Microsoft Office applications is required.</p>
Language Requirements:	Fluency in English and working level in Spanish is required. French or Portuguese language is an asset.