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| **JOB TITLE**: **Senior Operations Associate**  **JOB LEVEL**: **G7**  **REPORTS TO**: **Implementing Partnership Management Specialist**  **LOCATION**: Port Sudan | JOB PROFLE NO.:\_\_\_\_\_\_\_\_\_\_\_\_  CCOG CODE:\_\_\_\_\_2.A.12\_\_\_\_\_\_\_\_\_\_\_  FUNCTIONAL CODE: \_\_\_ADM\_\_\_\_\_\_  JOB CLASSIFICATION \_\_\_\_\_\_ |
| **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.  **PURPOSE OF THE JOB**  Under the direct supervision of the Implementing Partnership Management Specialist, and in coordination with the Implementing Partnership Management Officer, the Senior Operations Associate undertakes administrative and operations management support services in compliance with the respective operational policies and procedures and mainstreaming of risk based Implementing Partnership Management/ Harmonized Approach to Cash Transfers (HACT) in Sudan Country Office. The incumbent assists in ensuring efficient and cost-effective administrative/ operations support services, providing guidance to administrative/ operations staff as well and supporting staff in office administrative/ operations assignments. Ensures the office’s administrative operations and services are in compliance with the organization's Implementing Partnership Management/ HACT and Risk Management policy, procedures, rules and regulations. | |
| **KEY END-RESULTS**  1. **Appropriate and consistent interpretation and application of Implementing Partnership Management /HACT policy and procedures timely implemented to support operations at the country or sub-country levels.**  **2. The budget preparation and implementation are properly administered in the area of IP management and risk management services.**  **3. All administrative transactions and arrangements of IP management and risk management contracts satisfy the requirements as stipulated and are in compliance with the applicable policies, procedures, rules and regulations.**  **4. All administrative/ operations support to IP management/HACT planning.**  **5. All administrative/ operations support to IP management/HACT implementation and monitoring of assurance activities.**  **6. Staff capacity is enhanced through active staff learning/development programmes in the area of IP management and risk management support and services.**  **7. Effective working relations are maintained with other agencies, local authorities and implementing partners.**  **8. Any other assigned administrative/ operations support responsibilities and services are effectively carried out and delivered.** | |
| **KEY ACCOUNTABILITIES and 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. Policy, procedures and strategies**  As functional focal point, accountable for the correct and consistent application of policies and procedures in the assigned administrative functions through the provision of initiative, guidance and support to the country office or sub-office where applicable.  Contributes to strategic planning and policy changes/formulation on administrative matters at country/sub-country level as necessary; Provides practical input to contribute to the establishment of administrative guidelines in close coordination with the head of office, supervisor and DFAM.  Supports supervisor and the head of the office, and updates staff on administrative policies, procedures rules and regulations, providing technical advice and administrative support. Implements the appropriate application and interpretation of administrative rules, regulations, policies and procedures. Briefs and assists arriving and departing staff on basic administrative procedures and requirements.  Liaises with the Regional Office and HQ Divisions to support policy reform in the area of administrative service management; advises on the applicability of new policy directives at the country/sub-country level. Makes specific recommendations on the improvement of systems and internal controls, planning, restructuring, and resolution of sensitive issues and problems, taking into account the prevailing conditions in the locality.  Keeps supervisor abreast of potential problem areas, and identifies and recommends solutions. Prepares reports on administrative matters as required.  Provides administrative support and services to sub-country (zone) offices and outpostings, where applicable, including preparation and funding of service contracts, preparations of PGMs for all admin supplies and guidance on administrative procedures.  Undertakes missions to field locations to review administrative arrangements and makes appropriate recommendations where applicable.  **2. Budget management**  Monitors the budget in close coordination with supervisor to ensure that objectives stipulated early in the fiscal year are realized for smooth operations of the office including sub-country (zone) offices and outpostings where applicable.  Recommends and prepares estimates on office premises, supplies and equipment requirements for budget preparation purposes. Assists zone offices in the establishment and maintenance of administrative services.Prepares, monitors and controls the administrative budget.  **3.** **Administrative support and services**  Ensures timely and effective delivery and improvement in administrative support and office services for enhanced quality, efficiency and cost effectiveness, including space management, transport services, vehicle use and maintenance, equipment, conference and travel arrangements, document reproduction, communications, mail and delivery services, local procurement and bill payments of utilities.  Ensures the timely and cost-effective provision of basic offices services including space management, equipment, communications and security to enhance staff safety and productivity.  Supports the Inter-Agency Operations Management Team's approaches for enhancing UN common services to attain efficiencies and effectiveness.  Negotiates and administers matters relating to office premises, utilities and services with vendors and agencies. | |
| **KEY ACCOUNTABILITIES and 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. **Appropriate and consistent interpretation and application of Implementing Partnership Management /HACT policy and procedures timely implemented to support operations at the country or sub-country levels.**   Provides practical input on implementation of administrative guidelines, in close coordination with the head of office, operation staff/ supervisor.  Supports supervisor and the head of the office, and updates staff on administrative policies, procedures rules and regulation. Implements the appropriate application and interpretation of administrative rules, regulations, policies and procedures. Briefs and assists arriving and departing staff on basic administrative procedures and requirements.  Contributes to recommendations on the improvement of internal controls systems taking into account the prevailing conditions in the locality.  Keeps supervisor abreast of potential problem areas, prepares reports on administrative matters as required.  Provides administrative support and services to sub-country (zone) offices and out postings, where applicable, including preparation and funding of service contracts, preparations of PGMs for all admin supplies and guidance on administrative procedures.  **2. The budget preparation and implementation are properly administered in the area of IP management and risk management services.**  Assists supervisor in preparing estimates on office premises, supplies and equipment requirements for budget preparation purposes. Assists zone offices in the establishment and maintenance of administrative services and the administrative budget.  **3. All administrative transactions and arrangements of IP management and risk management contracts satisfy the requirements as stipulated and are in compliance with the applicable policies, procedures, rules and regulations.**  Ensures that all administrative transactions and arrangements of contracts are in compliance with the applicable policies, procedures, rules and regulations.  Contributes to the reviews of contractual arrangements related to administrative support (i.e. courier, premises maintenance, ancillary administrative support, vehicle maintenance, equipment maintenance etc.) to ensure that the terms and conditions of all contracts are being adhered to by providers of goods and services. Proposes to supervisor any changes that may be required.  Monitors payments against contractual obligations.  **4. All administrative/ operations support to IP management/HACT planning.**  Maintain mapping of Civil Society Organizations (CSOs) authorized to partner with the UN and provide up to date analysis of UNICEF’s partnership trends with these CSOS  Support the preparation of the HACT Plan and contribute to monitoring of its implementation  Provide administrative support to the PCA Committee to review PCA submissions from all programme sections for compliance with UNICEF programme priorities as outlined in workplans and PCA SoP.  Provide administrative support to the Office’s HACT Committee, arrange meetings, and ensure actions from meetings are followed up.  **5. All administrative/ operations support to IP management/HACT planning.**  Support the full utilization of eTools for PCA/PD monitoring ensuring quality assurance and tracking of PCA information entered into eTools  Support the full utilization of eTools for programme monitoring ensuring quality assurance and tracking of all programme monitoring reports entered into eTools  Ensure compliance of the HACT SoP among sections including accurate use of eTools  Provide regular updates for the programme Dashboard on key PCA/ PD indicators  Provide six monthly and annual data on HACT compliance and partnership information for the Mid Year and annual reviews.  Maintain tracking system of all follow-up actions from Micro assessments and spot checks and support the IP management Specialist and Officer to monitor follow up actions  Support maintaining documentation of third party monitoring contracts and corresponding annual workplans with external service providers to facilitate programme assurance activities and investigations, as required  **6. Staff capacity is enhanced through active staff learning/development programmes in the area of IP management and risk management support and services.**  Develops training activities to ensure effective performance and efficiency in admin services management. Implements effective staff learning and development programme activities for capacity building. Contributes to workshops for staff’s IP management/ Risk management/ HACT capacity building and support.  **7. Effective working relations are maintained with other agencies, local authorities and implementing partners.**  Support effective working relations with other agencies, local authorities and implementing partners on issues relating to administrative matters through information exchange, collaboration, and harmonization. Cooperates with other UN agency counterparts in the UN reform initiatives (including common services and premises agenda, etc.).  **8. Performs any other duties and responsibilities assigned as required.**  Any other assigned administrative/ operations support responsibilities and services are effectively carried out and delivered. | |
| **JOB GRADE FACTORS [[1]](#footnote-1)**  - Provides accurate administrative services information, interpretation and application at the country level, based on the technical knowledge of UNICEF’s administrative policy, procedures, rules and regulations.  - Decides on the appropriate application and interpretation of administrative rules, regulations, and procedures. | |
| **QUALIFICATION and COMPETENCIES**)   1. **Education**   Completion of Secondary School, University level courses in administration, finance, or any other related field of discipline relevant to the job is an asset.   1. **Work Experience**   7 years of relevant professional work experience with both national and international work experience in office management, administration, finance, accounting, ICT or any other relevant function.  Work experience in emergency duty station.   1. **Language Proficiency**   Fluency in English is required. Knowledge of another official UN language (Arabic, Chinese, French, Russian or Spanish) or a local language is an asset.  **4. UNICEF values and competency Required (based on the updated Framework)**  **i) Core Values**   * Care * Respect * Integrity * Trust * Accountability * Sustainability   **Core Competencies**   * Demonstrates Self Awareness and Ethical Awareness (1) * Works Collaboratively with others (1) * Builds and Maintains Partnerships (1) * Innovates and Embraces Change (1) * Thinks and Acts Strategically (1) * Drive to achieve impactful results (1) * Manages ambiguity and complexity (1)   **5. Technical Knowledge[[2]](#footnote-2) [ I ]**  **a) Common Technical Knowledge Required**  • Principles of office management, operations management, programme management and administration, IT Skills and working knowledge of UNICEF SAP/ERP, MS Office applications especially Excel, PowerPoint and Word software.  • Administrative service management's goals, visions, positions, policies, and strategies  • Rights-based and Results-based management  **•** UNICEF emergency programme policies, goals, strategies, approaches and procedures  **•** Use/ knowledge ofUNICEF digital solutions of IP management/HACT for instance eTools/ UN Partner Portal will be an added advantage | |

1. [↑](#footnote-ref-1)
2. Reference to UNICEF and/or UN in terms of technical knowledge requirements (a and b above) are applicable only to those who are or have been the staff members of UNICEF or the UN common system. [↑](#footnote-ref-2)