



UNITED NATIONS CHILDREN'S FUND
GENERIC JOB PROFILE (GJP)

I. Post Information

Job Title: **Administrative Officer**
Supervisor Title/ Level: Operations Manager
Organizational Unit: Operations
Post Location: Cox's Bazar Field Office

Job Level: **NO-A**
Job Profile No.:
CCOG Code:
Functional Code:
Job Classification Level: **NO-A**

II. 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.

Job organizational context:

The Administrative Officer will be reporting to the Operations Manager. As focal point of administrative management services in Cox's Bazaar field office, the incumbent is accountable for delivery of efficient and cost-effective administrative support services, providing guidance for operations of administrative support services and management of administrative staff. Ensures the office's administrative operations and services follow the organization's administrative policy, procedures, rules and regulations.

Purpose for the job:

As the focal point of administrative management services in the Cox's Bazaar field office, the incumbent is accountable for the delivery of efficient and cost-effective administrative support services, guiding operations of administrative support services, and management of administrative staff. Ensures the office's administrative operations and services follow the organization's administrative policy, procedures, rules, and regulations.

The incumbent reports to the Operations Manager. S/he ensures that the unit is providing added value through innovative approaches. This is a key element that is needed as the focus is on strategic

operations moving away as possible from transactional activities or delegating them further.

The Administrative Officer is responsible for overseeing and managing a wide range of procedural and specialized administrative tasks across two sub-units: General Administration & Transport. This role includes supervising both the Admin Assistant and the Admin Associate-Transport, ensuring the efficient operation of these sub-units. As a key leadership position, the Administrative Officer is tasked with coordinating and streamlining activities, ensuring compliance with policies and procedures, and providing strategic guidance to the team.

III. Key functions, accountabilities, and related duties/tasks

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 guidance and support to the country office or sub-office where applicable.
- Contributes to strategic planning and monitoring of administrative matters at Cox's Bazaar field office level as necessary. Provides practical input on implementation of administrative guidelines, in close coordination with the head of office, operation staff and 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.
- Makes specific recommendations on the improvement of systems and internal controls, planning, restructuring and resolution of sensitive issues, 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 sector offices and other sub offices under the Cox's Bazaar field office, where applicable, including preparation and funding of service contracts, preparations of Purchase and service requisitions for all administrative supplies and services and provides guidance on administrative procedures to all staff in the office.

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 and out postings where applicable.
- Recommends and prepares budgetary estimates on office premises, supplies and equipment requirements for budget preparation purposes. Prepares, monitors and controls the administrative budget.

3. Administrative support and services

- Undertakes delivery and improvement in administrative support and office services 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 office 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.
- Helps negotiate and administer matters relating to office premises, utilities and services with vendors and agencies.

4. Property management

- Supports property management of administrative supplies, office equipment and vehicles, updating inventory of items, serving as ex-officio member to the Property Survey Board where applicable. Assists supervisor in Property Survey Board submissions, preparing minutes of meetings. Assists supervisor in executing PSB recommendations approved by the Head of Office.
- Monitors and supervises adequate and appropriate use of supplies. Ensures that services and maintenance of premises are in accordance with organizational standards.

5. Contract arrangement and control

- Ensures that all administrative transactions and arrangements of contracts are in compliance with the applicable policies, procedures, rules and regulations.
- Participates in the reviews of the 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 services. Proposes to supervisor any changes that may be required.
- Monitors payments against contractual obligations.

6. Staff learning and development

- Collaborates on the development of training activities to ensure effective performance in administrative services management. Implements effective staff learning and development programme activities for capacity building. Helps organize workshops for staff's competency building, and staff learning and development.

7. Partnership, coordination and collaboration

- As required, under direction of the supervisor, collaborates with other agencies, local authorities and implementing partners on administrative matters including information exchange and harmonization.

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

IV. Impact of Results

This all-encompassing role will enable the Administration unit to perform at a higher level, with a greater focus on strategic operations. By supervising and coordinating activities within the General Admin and Transport sub-units, the Administrative Officer will enhance the efficiency and effectiveness of administrative functions.

The incumbent's support will ensure that both sub-units operate smoothly and cohesively, contributing to the overall success of the Administration unit. By serving as the Officer-in-Charge for both areas, the Administrative Officer will ensure continuity and consistent oversight, allowing the unit to achieve its objectives and support the organization's broader goals more effectively.

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

i) Core Values

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

Core Competencies (For Staff without Supervisory Responsibilities) *

- 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)

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

VI. Skills

- Experience using MS Word, Excel, PowerPoint, SharePoint; knowledge of integrated management information systems required.
- In-depth knowledge of UNICEF organizational structure, administrative policies and procedures.
- Organizational, planning and prioritizing skills and abilities.
- Ability to deal patiently and tactfully with all stakeholders (internal and external).
- High sense of confidentiality, initiative and good judgment.
- Ability to work effectively with people of different national and cultural background.
- Ability to work in a team environment to achieve common goals and to provide guidance as needed.

VII. Recruitment Qualifications	
Education:	University degree in social sciences, business management, administration, finance or any other relevant field of discipline.
Experience:	<p>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.</p> <p>Work experience in emergency duty station.</p>
Language Requirements:	Fluency in English and Bangla is required.

Child Safeguarding Certification

(to be completed by Supervisor of the post)

Child Safeguarding refers to proactive measures taken to limit direct and indirect collateral risks of harm to children, arising from UNICEF's work or UNICEF personnel. Effective 01 January 2021, Child Safeguarding Certification is required for all recruitments.

<p>1. Is this position considered as "elevated risk role" from a child safeguarding perspective?* If yes, check all that apply below.</p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>
<p>2a. Is this a Direct* contact role?</p> <p>2b. If yes, in a typical month, will the post incumbent spend <u>more than 5 hours</u> of direct interpersonal contact with children, or work in their immediate physical proximity, with limited supervision by a more senior member of personnel.</p> <p><i>**"Direct" contact that is either face-to-face, or by remote communicate, but it does not include communication that is moderated and relayed by another person.</i></p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <hr/> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>3a. Is this a Child data role? *:</p> <p>3b. If yes, in a typical month, will the incumbent spend <u>more than 5 hours</u> manipulating or transmitting personal-identifiable information of children (names, national ID, location data, photos)</p> <p>* <i>"Personally-identifiable information", in this context, means any information relating to a child who can be identified, directly or indirectly, by an identifier like a name, ID number, location data, photograph, etc. This is a "child data role".</i></p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <hr/> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>4. Is this a Safeguarding response role*</p> <p><i>*Representative; Deputy representative; Chief of Field Office; the most senior Child Protection role in the office; any focal point that the office designated for Child Safeguarding; Investigator (Office of Internal Audit and Investigations)</i></p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>
<p>5. Is this an Assessed risk role*?</p> <p><i>*The incumbent will engage with particularly vulnerable children¹; or Measures to manage other safeguarding risks are considered unlikely to be effective².</i></p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>

¹ Common sources or signals of additional vulnerability may include but are not limited to: age of the child (very young children); disability of the child; criminal victimization of the child; children who committed offences; harmful conduct by the children to themselves or others; lack of adequate parental care of the children; exposure of the children to domestic violence; a humanitarian context; a migrant (refugee/asylum-seeking/IDP) context. No 'baseline' vulnerability will be set. Hiring Managers will need to use judgment, taking into consideration the implications that follow from an assessed risk role (additional vetting scrutiny, training).

² i.e. the role-risk will be compounded by other residual risks.