



UNITED NATIONS CHILDREN'S FUND JOB PROFILE

I. Post Information

SENDER: Agnes Takacs
JOB DESCRIPTION TYPE: Specific Job Description
POST NUMBER/ CASE NUMBER: 18691
POST/CASE NUMBER OF
SUPERVISOR: Deputy Director, SRG, D-1
REASON FOR CLASSIFICATION:
Upgrade
REGION/DIVISION: OHQ
COUNTRY: Spain
DUTY STATION: Valencia
OFFICE:
SECTION:
UNIT: ICTD

CATEGORY: IP
PROPOSED LEVEL: P5
JOB TITLE: Chief of Operations
Functional Code: OPE
ICSC CCOG Code: 1A12

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 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 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. 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.

Strategic office context:

The Operations function reports to the Deputy Director, SRG and supports the CIO, on managing the office and monitoring operations and ICT programs as needed, while providing advice on best and innovative management practices to enhance office performance. The function is a strategic Business Partner role within the Senior Management team, assuring the best use of UNICEF

assets in alignment with sound management practices, office priorities and goals to deliver results for children.

Purpose of the job *(Please outline the overall responsibility of this position)*

As a Strategic Business Partner and Deputy for the Deputy Director of Strategy, Risk and Governance, the incumbent will be responsible to lead for results, drive change, provide risk informed, solution-focused analysis, advice and services and contribute to ICT programs and management decisions for delivering results for children in all operational contexts.

Strategic Operations will accomplish this by:

- Leading by example and supporting the CIO and Deputy Director, SRG, on managing the office;
- Acting as Officer in Charge in the absence of the Deputy Director, SRG;
- Managing services in the functional areas of operations support: budget, financial management and reporting, facilities management, administration, procurement, human resources, and safety and security and convening the other functions to arrive at a unified vision;
- Ensuring processes are in place to identify, promote and empower the potential in staff through career development, opportunities for stretch assignments and succession planning;
- Developing and supporting ICT specific budget and financial frameworks, processes and tool to
- Acting as member of the ICTD Senior Management Teams, representing the organizational risk, governance systems and policies perspective in management discussions, and promoting results-based management.
- Understanding business needs for the ICT function, to anticipate challenges, propose viable solutions, provide creative and innovative ideas aimed at a solution- focused approach to include value for money strategies, all underpinned by quality assurance measures;
- Providing key contribution to OMP and Strategic Plan and support to Results Based Management and implementation using Value for Money criteria;
- Leveraging technology for results and IT program accountabilities, , making effective adoption of tools and promoting the fundamentals of ICT management, information security and controls;
- Supporting the office during external and internal audit reviews and responding to audit observations and monitoring implementation of recommendations.;
- Guiding procurement strategies and interventions to meet divisional needs while ensuring Value for Money (VfM), including fit for purpose products and services, and ensuring systems of record
- Leveraging governance, systems, and tools to provide regular feedback on risks and achievements of operations functions ;
- Leading and coordinating (together with local common premises arrangements) on facility management with a specific focus on inclusive accessibility, eco sustainability and common premises opportunities;
- Overseeing business transactions processed by GSSC from a perspective of Efficiency, Performance, Risk Management and Fraud prevention;

The Chief of Operations will be entrusted 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 human resource development and resourcing strategies to bring about changes in knowledge, skills, abilities and mind sets for Operations staff.
- Keep abreast of industry standards in management and finance. Institutionalize and share best practices and knowledge learned with global/regional 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.
- Educate Business Units on their role in generating and reporting on VfM with the goal of strategically expanding its use to major UNICEF functions.
- Lead the financial oversight management, monitoring and reporting of all the country programme budget - and where applicable private sector fundraising budgets; make analysis and recommendations for CIO and Deputy Director SRG, to take risk informed decisions.
- Advise and lead in the valuing of resources through programme financing modalities such as budgeting and pre-financing modalities for products and services
- Developing and supporting ICT specific budget and financial frameworks, processes and tools that allows UNICEF to budget, fund and operate digital solutions and services
- Oversee procurement outcome results and stay abreast of and promote the global strategies and their implementation.

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

- Ensure the office is 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.
- Maintain UNICEF organizational resilience and enhance staff safety and security by ensuring operational disaster risks address threats through well-formulated and tested business continuity plans, and Emergency Preparedness and Response
- Review internal controls and policies/guidance included in the Regulatory Framework, provide oversight of appropriate implementation of policies and procedures and provide feedback on policy and internal controls as appropriate.
- Identify and implement mandatory anti-fraud systems, processes and actions, and share anti-fraud achievements within the country offices.
- Facilitate mitigation of risks of engagement with external partners via appropriate, risk-informed due diligence.

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

- Review and develop key ICT specific Operations processes to minimize cost, simplify work processes and maximize efficiencies while creating an environment of smarter controls to render the organization agile, resilient and ready to respond to programme needs.
- Review and develops systems to perform budget forecasting and analytics related to Technology Business Management
- 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 OMP and review operational structures in collaboration with 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.

- Provide technical expertise and recommendations on ICTD strategy 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.
- Partner with business divisions by providing advice and recommendations on ICT budgeting and support the financial forecasting and impact analysis
- Support ICTDs 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 solution-focused engagement (where applicable).
- Engage as effective stakeholders in the UN Reform, supporting Business Operating Services (BOS) and proactively paving the way for a potential “one back office” in country offices.

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 Chief of Operations to effectively lead and oversee the operations functions for the efficient delivery of related services, directly impact on program performance, resource mobilization and delivery of results for children. This in turn contributes to maintaining/enhancing the credibility of UNICEF as an effective and responsible manager of funds and resources entrusted to the organization and to furthering UNICEF's image as a competent organization for delivering cost effective and sustainable program results in regular and emergency settings.

The ability of the Chief of Operations to comprehensively and timely identify, assess, mitigate, monitor, review and report on the most significant risks that could potentially harm the organization, is a critical element of UNICEF's risk and internal control performance management framework. Risk management skills are necessary to safeguard UNICEF's reputation, resources, continuity of operations and reputation to fulfill our primary mission to save and protect children, globally.

V. Child Safeguarding

Child safeguarding involves proactive measures to limit direct and indirect collateral risks of harm to children, arising from UNICEF's work, UNICEF personnel or UNICEF associates. The risks may include those associated with physical violence (including corporal punishment); sexual violence, exploitation or abuse; emotional and verbal abuse; economic exploitation; failure to provide for physical or psychological safety; neglect of physical, emotional or psychological needs; harmful cultural practices; and privacy violations.

Certain UNICEF positions present elevated child safeguarding risks ("elevated risk roles") and candidates and/or incumbents may be subject to more rigorous vetting and training. Roles may be elevated risk roles because of significant unsupervised direct contact with children, their data, having a role in responding to safeguarding incidents, or being otherwise assessed as presenting an elevated risk. This position has been identified as not being an elevated risk role,

Note: To appropriately categorize this position, please refer to the [Guidance on Identifying & Assessing Elevated Risk Roles](#) for this job profile and remove non-applicable description in the highlighted area above.

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

Core Values

- Care
- Respect
- Integrity
- Trust
- Accountability

Core Competencies

- Nurtures, Leads and Manages People (3)
- Demonstrates Self Awareness and Ethical Awareness (3)
- Works Collaboratively with others (3)
- Builds and Maintains Partnerships (3)
- Innovates and Embraces Change (3)
- Thinks and Acts Strategically (3)
- Drives to achieve impactful results (3)
- Manages ambiguity and complexity (3)

(Functional) Competencies

- Deciding and Initiating Action (2)
- Following Instructions and Procedures (3)
- Entrepreneurial Thinking (3)
- Analyzing (3)

Other skills

- Emotional Intelligence
- Managing complexity and change

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:	A minimum of 10 years of professional experience, at the national and international level, is required, specifically in advocating and implementing strategic organizational initiatives in one or more operations management area including budget; financial management and reporting; facilities management;

	<p>administration; supply and logistics management; information and communication technology; human resources.</p> <p>Prior Experience in Enterprise ICT Financial and Budget management / forecasting would be a strong asset</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 • Safety and security • 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 managing successful client-oriented work units is an asset.</p> <p>Experience in co-creating policy is desirable.</p> <p>Prior experience working with diverse stakeholder groups or multi-stakeholder partnership is highly desirable.</p> <p>Previous hands-on experience in strategic and managerial leadership is required.</p> <p>High Digital Skill level in financial analytical modelling and forecasting</p>
<p>Language Requirements:</p>	<p>Fluency in English is required. Knowledge of another official UN language or local language of the duty station is considered as an asset.</p>