

TERMS OF REFERENCE FOR TEMPORARY APPOINTMENT

Job Title	: Operations Assistant	Duty Station	: Jakarta
Level	: GS-5	Section	: Operations
Duration (maximum 364 days)	: 364 days (1 year)	Report to	: Deputy Representative, Operations, P5, post # 1379
Estimated start date	: January 2024		

ORGANIZATIONAL CONTEXT AND PURPOSE FOR THE JOB

This position reports to the Deputy Representative – Operations with responsibility for coordination of all work for the various units of the operations, provides administrative support for all Operations related matters of UNICEF Jakarta and Field Offices and provide support to UNICEF Agency Security Focal Point (ASFP) for security related matters.

KEY FUNCTION, ACCOUNTABILITIES AND RELATED DUTIES/TASKS

1. Provide Operational and administrative support services to the Operations Section and contribute towards the smooth running of the Operations function through an effective processing of information and data in a timely manner.
2. Knowledgeable delivery of quality services contributing to achievement of work objectives for the operations section.
3. Availability of well managed and effective office operations, systems, reliable data and procedures that facilitates teamwork and the work of the office.

Within the delegated authority and under the given organizational set-up, the incumbent may be assigned the primarily, shared, or contributory accountabilities for all or part of the following areas of major duties and key end-results.

1. Operational support services provided to the Operations Section in support of the smooth running of the operations function and effective processing of information and data

- Assists the Deputy Representative – Operations and the overall operations section in the management of the operations through undertaking of semi- professional operational and administrative related tasks, and contribute to the smooth communication, enhanced workflow of information through maintaining of data and documents (filing and retrieving of documents related to operations e.g., outgoing correspondences and memos).
- Supports the Deputy Representative – Operations 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.
- As appropriate, supports the Deputy Representative – Operations with follow ups at all levels within the unit – office on areas related to performance improvements / data updates and work processes to ensure that deadlines are met.
- Supports the Deputy Representative – Operations on monitoring Operations dashboards and Key performance indicators as well as improving the internal control system for the office
- Prepares delegation letter on behalf of Deputy Representative – Operations for new VISION user; process activation and deactivation of user IDs in APPROVA. Processes request of Officer-in-Charge (OIC) delegation in APPROVA.
- Monitors Segregation of Duty (SOD) violations in management dashboard on monthly basis and conduct necessary mitigation under close supervision of Deputy Representative - Operations.
- Act as liaison person between the Operations Section and the PSFR Section on different operational matters, monitors the progress and follows up on the achievement of required services with Operations Section.
- Improves the organization of the Operations Section filing system, including retention and destruction of old files documents.
- Maintains an updated UNICEF Indonesia warden list to reflect the latest records of staff names and their contact details.
- Update United Nations Department of Safety & Security (UNDSS) platform monthly to reflect UNICEF's latest personnel list.
- Liaise with UNDSS on UN ID card renewals for staff members.
- Liaise with UNDSS to arrange security briefing for newly recruited staff members and submissions of UN ID card applications.
- Liaise with any new UNICEF personnel to provide details of emergency contact information and update the designated area warden within 5 working days of onboarding.
- Coordinate with UNICEF wardens to ensure they are updated on their group's membership.
- Assist UNICEF ASFP in arrangements of security related trainings for staff. Assist UNICEF ASFP in maintaining and record keeping of security related documents and files.

- Compiles, updates section yearly work plan including updating, maintaining and following up on section weekly priorities. Prepares weekly reports on activity completion for review by the Deputy Representative – Operations.
- Manages the mobile phone subscription of staff members issued with an office device including liaison with the service provider for additional and or termination of numbers, making payments to the vendors and other issues that may arise.
- Record, distribute, and reconcile private and official mobile phone calls of staff members. For private calls, create invoices and follow up on refund from staff. Provide clearance of outstanding bills prior to staff's departure.

2. Knowledgeable delivery of quality services contributing to achievement of work objectives

- Prepares routine correspondence for the supervisor's review - signature, and make informal translations as required. In undertaking this activity, the incumbent may draft non-substantive correspondence based on first-hand knowledge of work schedule or events, rough notes, or verbal instructions.
- Follows up on the preparation of Operations Unit reports, correspondence, briefing notes and other documents that are related to the Annual Management Plan (AMP) or regional documentation (Update Office Committees, Table of Authority, Enter data for the Risk Register).
- Selects and makes relevant abstracts and undertake searching for information as directed.
- Monitors and arranges appointments, and meetings both within and outside the office for the section /supervisor.
- Prepares minutes of Operations Section meetings and shares with all staff in operations.

3. Well managed and effective office operations, systems and procedures that facilitate teamwork and the work of the office.

- Works with section colleagues and provides support in achievement of work priorities and objectives.
- Monitors Section Leave Plan / Travel Plan of the Operations Section and makes travel monitoring Reports of the follow up actions.
- Provides travel assistance to staff in section for travel arrangements and entitlements based on the organization's rules and policies. Liaises with relevant travel focal points to ensure that the organization obtains the best service and price for all travel.
- Assist in the preparation of Operations budgets and maintain budgetary control records.
- Maintain and updates documents in UNICEF team site.

RECRUITMENT QUALIFICATIONS

Education:

Completion of Secondary Education (High School) /College Education with Possession of Diploma in Business Administration / Finance / Management.

Work experience:

- Five years of office support work experience, including organizing the whole range of office support and administrative activities / or in general administrative or office management work.
- Ability to work with minimum supervision.
- Ability to extract and format data and to solve operational problems.
- Ability to organize own and others work, set priorities and meet deadlines.
- Ability to organize meetings and events.
- Ability to handle work quickly and accurately under time constraints.
- Experience and knowledge of the UN / UNICEF operations is an asset.
- Knowledge & previous experience in the operation of System Application & Product (SAP) system is an asset.

Language proficiency:

Proficiency in English and Bahasa Indonesia is required.