



SPECIFIC JOB PROFILE

I. Post Information

POST NUMBER/ CASE NUMBER: 86354

POST/CASE NUMBER OF SUPERVISOR:

103410, Operations Officer, NO-B

REASON FOR CLASSIFICATION: Revised responsibilities

REGION/DIVISION: LACRO, Shared Administrative Services (SAS)

COUNTRY: Panama

DUTY STATION: Panama City

OFFICE: LACRO

SECTION: Operations, SAS

UNIT: Operations

CATEGORY: General Service

PROPOSED LEVEL: GS-6

JOB TITLE: Administrative Associate

Functional Code: ADM

ICSC CCOG Code: 2A12

II. Strategic Office 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.

Strategic office context:

The Administrative Associate reports to the Operations Officer (NO-B) in the Share Administrative Services Section for the Regional Office and Panama Country Office. The Administrative Associate is accountable for both specialized and procedural communications, operational and administrative support services.

This post is relevant for both offices given that its main responsibility is the manage UNICEF's premises/facilities in Panama and Darien. We must note that the good performance of this function, impacts directly all colleagues working in Panama, since it provides a safe, clean and well-maintained workplace.

Purpose for the job:

Under the supervision and guidance of the Operations Officer, the Administrative Associate for Shared Administrative Services is responsible for executing a broad variety of procedural and specialized administrative tasks for the respective LAC Regional Office and the Panama Country Office requiring in-depth knowledge of UNICEF administrative procedures, processes, and policies.

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

Office Premise & Facilities Management (specialized)

- Ensure efficient management and running of office premises and facilities in utmost compliance with environmental/greening norms and adhering to the Energy Performance Index (EPI) standards. Emphasis will be to focus on SMART management of facility using technology as an enabler e.g., Building Management System (BMS) thereby ensuring optimum utilization of resources, compliance with energy conservation norms leading to reduction of carbon footprint.
- Ensure UNICEF premise comply with International Accessibility norms and make necessary facilities available for people with special abilities.
- Ensure general maintenance, hygiene and cleanliness of the office premises adhering to environmental standards. Oversee and monitor contracts for housekeeping services, maintenance services, scrutinize and check correctness of bills for contracted services.
- Ensure all electrical equipment and machinery are safe against fire and other risk hazards, and relevant fire and electrical safety standards need to be complied with in the office preventing damage to office property and personnel.
- Responsible for proper operation of all electrical equipment ensuring energy efficiency and maintenance of AC Plant, Hydro pneumatic System, power supply system, FCUs, etc. in close coordination with contractors.
- Co-ordinate plumbing/electrical/carpentry services, attend to complaints, provide connections for new equipment. Maintain logbook/job work order and monitor status of equipment.
- Provide guidance to contracted agency for maintenance/landscaping of office garden, including selection of seeds, plants, indoor plants etc. for the office.
- Oversee the management of the incoming and outgoing mail including its distribution within and outside the office.
- Ensures the availability of timely, complete, and accurate information and data for preparing section work plans and project management plans.
- Undertakes basic research and performs comparative analysis of project/programme related data.
- Monitors project implementation against established milestones and makes recommendations to improve performance. Helps ensure timely compliance with agreed deadlines.

Procurement

- Facilitates the processing of contracts for consultants that provide a service to the section. This includes preparing and filing documents, completing necessary forms and templates, uploading TORs in VISION, and making necessary logistical arrangements.
- Maintains up-to-date vendor lists, partners, and consultant rosters.
- Follow up the expiration dates of LTAs and contracts.

Communications & Workflow

- Facilitates the communications and workflow of the organizational unit to enhance the efficiency and timeliness of operations and outputs.
- Establishes and maintains the office filing and reference systems, both traditional and digital; and ensures the inter/intra-net websites are up to date and accurate.

Events/Logistics

- Supports capacity development activities and conferences by making the logistical arrangements, through engaging with facilitators, caterers and hosts.
- Arranges times by liaising with participants over availability.
- Liaises with budget focal points and sections over costs and needs.
- Prepares background materials for participants and uploads cleared materials on the intranet.
- Prepares and maintains agendas on meetings and events related to the work group commitments.

Travel

- Provides travel assistance to staff members 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.
- Briefs/de-briefs staff members on issues relating to related administrative matters such as visas, security clearance, and documentation procedures.
- Extracts, inputs, maintains, and verifies correctness of travel records in the organization's travel system to ensure accurate transactions related to travel costs and staff travel.
- Assists in the preparation of budgets on travel costs and maintain travel plan and budgetary control records.
- Monitors travel certification and report back to the team.

Invoice Processing

- Responsible for collecting invoices and filing documents for approval and, thereafter processing in VISION.
- Uploads electronic files and verifies results to destination system.
- Responds to client transaction status and other inquiries.

Supplies/Equipment

- Supports management of administrative supplies, office equipment, and updating inventory of items.
- Monitors and supervises adequate and appropriate use of supplies. Ensures that services and maintenance of premises are in accordance with organizational standards.
- Arranges for the purchase and timely distribution of office supplies.

IV. Impact of Results

The Administrative Associate is predominantly accountable for applying a broad range of specialized administrative rules and procedures in the coordination of administrative support to the team served. Efficiently initiating, monitoring, and ensuring the provision of administrative services allows the professional staff of the organization to focus on substantive core work. This may include supervisory responsibilities with accountability for the work of administrative assistants, temporary staff and/or consultants.

Administrative Associates represent the supervisor in initiating, following up on and resolving issues pertaining to administrative requests. External contacts include counterparts in international organizations, bi-lateral and multi-lateral institutions, and national governments to organize meetings, workshops and conferences. Communications involve the exchange of information across UNICEF at the most senior levels and externally to governing body representatives.

V. Competencies and level of proficiency required**Core Values attributes**

- Care
- Respect
- Integrity
- Trust
- Accountability

Core competencies skills

- 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)

VI. Recruitment Qualifications	
Education:	<ul style="list-style-type: none"> • Completion of secondary education, preferably supplemented by technical or university courses related to the work of the organization.
Experience:	<ul style="list-style-type: none"> • A minimum of six years of relevant administrative or clerical work experience is required .
Language Requirements:	<ul style="list-style-type: none"> • Fluency in Spanish and Proficiency in English required.
<u>Skills Needed</u>	<ul style="list-style-type: none"> • Training and experience using MS Word, Excel, PowerPoint and other UNICEF software such as 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 visitors. • High sense of confidentiality, initiative and good judgment. • Ability to work effectively with people of different national and cultural background.