

REQUEST FOR USE OF A SPECIFIC JOB DESCRIPTION

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JOB TITLE: Administrative Services Manager¹ Administrative Manager/ Administrative Specialist	JOB PROFILE NO.:__ 60000501 CCOG CODE: _ 1.A.12_
JOB LEVEL: Level 3	FUNCTIONAL CODE: OOF/P-3
REPORTS TO: Deputy Representative-Operations, P-5 (# 4955)	JOB CLASSIFICATION Level 3; NOC
LOCATION: Yangon, Myanmar Country Office	
PURPOSE OF THE JOB As focal point of administrative management services in the country, under the overall supervisor's guidance, the incumbent is accountable for delivery of efficient and cost effective administrative support services including travel and protocol, providing guidance for operations of administrative support services and management of administrative staff. Collaborate with Operations management efficient administrative operations in support of the Office and country programmes. Ensures the office's administrative operations and services are effectively in compliance with the organization's administrative policy, procedures, rules and regulations. The incumbent of this post will play as a key interface with a broad range of contacts including senior management, government officials (protocol), external service providers, landlords and UN Agencies. This requires efficiency, discretion and capacity to deal with multiple delicate and complex issues. The incumbent will prioritize tasks and organize work independently based on general direction from the supervisor.	
KEY END-RESULTS 1. Appropriate and consistent interpretation and application of administrative policy and procedures are timely implemented to support operations at the country and sub-country levels. 2. The budget preparation and implementation are properly administered, monitored and controlled in the area of administrative management and services. 3. Management and operations of delivery and improvement in administrative support services are timely and effectively provided, and security arrangements are well established for enhanced safety and security and security and for well-functioning of Business Continuity Plan. 4. Facilities Management Operations are timely and effectively delivered. 5. Property management of administrative supplies, office equipment, vehicles and other properties is effectively performed. 6. Management and operations of delivery in travel, visa and protocol services are timely and effectively provided. 7. All administrative transactions and arrangements of contracts satisfy the requirements as stipulated and are in compliance with the applicable policies, procedures, rules and regulations. 8. Effective vendor management of service providers including day to day oversight of ancillary staff for activities concerned with office and grounds maintenance, security, transport, and similar services are	

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effectively performed.

9. Staff capacity is enhanced through active staff learning/development programmes in the area of administrative management and services.
10. Effective working relations are maintained with other agencies, local authorities and implementing partners.
11. Any other assigned administrative management 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 primarily, 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 guidance and support to the country office and sub-offices where applicable.

Contributes to monitoring of administrative matters at country/sub-country level as necessary. 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 regulations. 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 the supervisor abreast of potential problem areas, and identifies and recommends solutions. Prepares reports on administrative matters as required.

Provides administrative support and services to country and sub-country (zone) offices and out-postings, where applicable, including preparation and funding of service contracts, preparations of PGMs for all administrative 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 the supervisor to ensure that objectives stipulated early in the fiscal year are realized for smooth operation of the country office/sub (zone) offices and out postings 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

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of administrative services. 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 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.

Helps negotiate and administer matters relating to office premises, utilities and services with vendors /agencies.

4. Facilities Management Operations

Manages office space at MCO premises. Effectively interact in a timely manner towards the collection, translation of space requirements. Conduct reviews and analysis of space requirements in line with established space guidelines.

Ensure renewals of lease agreements. Review draft lease agreement and ensure approvals in timely manner. Assess requests for renovation or construction to determine needs, costs, feasibility and time frames for work completion. Liaise with landlords and other service providers for performance of maintenance and enhancements.

Collaborate with other UN agencies to identify common premises and co-locations options. Draft MoUs for office sharing with other UN agencies and conduct annual reviews of shared operating expenses.

5. Security Services

Coordinate day-to-day operations related to security of premises and staff in all MCO locations. Liaise with UN Security and UN Agencies on security issues as required.

Manage and supervise Warehouse and maintenance staff. Manage and oversee the operations of the Warehouse and storage areas, to ensure safe and efficient use of space.

Supervise the work of the facilities maintenance team, ensuring service requests are completed in a timely manner and at the highest standards of quality.

6. Property management

Supports property management of administrative supplies, office equipment and vehicles, updating inventory of items and assets, 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.

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7. Travel, visa and protocol

Ensures that airline bookings for all international and local travel requirements of the office are arranged and air tickets are issued as per the contract with UN Travel Agencies. Monitors timely issuance of assignment visas and stay permit for international staff and their dependants, temporary visas for consultants, visitors and mission with Government departments/ ministries. Advises and makes arrangements for shipment of household effects, including customs clearance.

8. 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.

Manage the Ancillary services arrangements in MCO and monitor performance are ensure compliance with contractual arrangements. Monitors payments against contractual obligations.

9. 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 competency building, staff learning and development.

10. 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.

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

JOB GRADE FACTORS ¹

- As the functional focal point and group leader, ensures effective administrative operations for a country and/or sub-country office with typically a small total budget with a small number of staff members, engaging in all or the assigned areas of administrative service management, depending on the office organization structure.
- Provides accurate administrative services information, interpretation and application at the country level,

¹ The differences in the grades of jobs and positions reflect various differences, among others, in the nature of work, individual contribution, scope of professional expertise required, organizational context, risks, coordination and networking, engagement, partners, beneficiaries, clients/stakeholders relations, impact of decisions, actions and consequences, and leadership roles.

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based on the technical knowledge of UNICEF's administrative policy, procedures, rules and regulations.

- Holds authority to decide on adequate and appropriate use of supplies, services and maintenance of premises. Confirms the quality and standards of office administrative services. Decides on the appropriate application and interpretation of administrative rules, regulations, and procedures.

QUALIFICATION and COMPETENCIES ([] indicates the level of proficiency required for the job.)

1. Education

Advanced University degree in social sciences, business management, administration, finance, or any other relevant field of discipline.

2. Work Experience

Five years 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.

Work experience in emergency duty station.

3. Language Proficiency

Fluency in English and another UN language.

4. Competency Profile (For details on competencies please refer to the *UNICEF Professional Competency Profiles*.)

i) Core Values (Required)

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

ii) Core Competencies (Required)

- Nurtures, Leads and Manages People (1)
- Demonstrates Self Awareness and Ethical Awareness (2)
- Works Collaboratively with others (2)
- Builds and Maintains Partnerships (2)
- Innovates and Embraces Change (2)
- Thinks and Acts Strategically (2)
- Drive to achieve impactful results (2)
- Manages ambiguity and complexity (2)

iii) Technical Knowledge²

a) Specific Technical Knowledge Required (for the job)

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.

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(Technical knowledge requirements specific to the job can be added here as required.)

- Administrative service management functions of the job as required in the context of the country situations and conditions of service
- UNICEF administrative service management's policies, procedures and guidelines in the manual as relevant, in the context of the country situations and conditions of work.
- UNICEF Mid-Term Strategic Plan (MTSP) as it relates to administrative service management in the context of the country situations and conditions of service.

b) Common Technical Knowledge Required (for the job group)

- Principles of office management, operations management, programme management and administration.
- Administrative service management's goals, visions, positions, policies, and strategies.
- Information and Communication Technology administration.
- Supply operations, logistics and purchasing administration.
- Rights-based and Results-based management and programming approach in UNICEF.
- UNICEF emergency programme policies, goals, strategies, approaches and procedures.
- Gender equality and diversity awareness.

c) Technical Knowledge to be Acquired/Enhanced (for the Job)

- UN policies and strategy to address issues in harmonization of administrative service management and operations in the common system.
- UNICEF positions about UN common approaches to administrative service management and operations issues.
- UN security guidelines.
- Government regulations and laws in the locality pertinent to administrative service management and operations.