



UNITED NATIONS CHILDREN'S FUND (GENERIC) JOB PROFILE

I. Post Information

Job Title: **Operations Manager**
Supervisor Title/ Level: **Deputy Representative Operations, D1**
Organizational Unit:
Post Location: **Country Office**

Job Level: **P4**
Job Profile No.:
CCOG Code: **1A12**
Functional Code: **OPE**
Job Classification Level: **P4**

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 programmes, 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.

How can you make a difference

Under the guidance and leadership of Deputy Representative Operations (DRO), the Operations Manager is accountable for managing and leading the finance and admin team and also guiding operations staff in the field office in delivery of quality results in the areas of finance, administration, accounting, common and local service delivery along with Country Programme, Operation's work plan, rolling management plan and vision of change and innovation set by the DRO and the Representative. In the day-to-day activities, the incumbent places focus on enhancing support to programme delivery, implementing innovative solutions, taking strategic actions, fostering new partnerships, and optimizing operational processes, ensuring the optimum internal control and oversight function.

The incumbent will ensure compliance with UNICEF Financial and Administrative Regulations and Rules, policies, procedures, guidelines, standards of accountability, and ethics in all Admin/ Finance work processes.

The Operations Manager will be entrusted with the following five pillars, the core focus of all operations functions: Valuing People, Valuing Money, Valuing Risk Management, Valuing

III. Key function, accountabilities and related duties/tasks

Summary of key functions/accountabilities:

1. Valuing People
2. Valuing Money
3. Valuing Risk Management
4. Valuing Systems and Structures
5. Valuing Partners

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

- 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 regional/national 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.
- Support Business Units on options to generate greater VfM with the goal of strategically expanding its use to UNICEF Office 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 Deputy Representative Operations or Head of Office and to take risk informed decisions.
- Advise various modalities of valuing resources through financing modalities such as budgeting and pre-financing modalities for supplies, cash-based transfer etc. along with key government counterparts.
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Valuing Fraud Risk Management: Enhance Risk Management to increase organizational performance and strengthen internal control

- 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.

- Implement mandatory anti-fraud systems, processes and actions, and share anti-fraud achievements within the offices.
- Train Implementing partners staff on anti-fraud strategy,
- Review fraud cases related to Implementing partners in line with UNICEF anti-fraud policy, and in line with the adapted protocols,
- Facilitate mitigation of risks of engagement with external partners via appropriate, risk-informed due diligence.
- Review and update the office governance committees, and Table of Authority,
- Conduct Transactional level analysis for related to transactions perform by budget Authorizing Officers and provided feedback for improvement
- Train the Authorizing Officers, Receiving Officers and HACT Certifying Officers on the importance of, internal controls and systems,

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

- Review key Operations processes to minimize cost, simplify and reduce duplication of work and maximize efficiencies while creating an environment of smarter controls to render the organization agile, resilient and ready to respond to programme needs.
- 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 programme and review operational structures in collaboration with Regional Chiefs of Operations and 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.

- Develops and maintains effective working relations with other agencies, local authorities and implementing partners relating to administrative matters for enhancement of information exchange, collaboration, and harmonization. Cooperates and coordinates with other UN agency counterparts in the UN reform initiatives (including Business Operating Services (BOS), common services and premises agenda, etc
 - Develops training programmes to enhance effective performance and efficiency in admin services management. Organizes innovative staff learning and development programme activities for capacity building. Organizes workshops for staff competency building, staff learning and development, career development. Provides coaching and counselling to the staff on performance enhancement/ development
 - Manages properties of administrative supplies, office equipment and vehicles, updating inventory of items, serving as ex-officio member to the Property Survey Board and ensuring follow-up action. Prepares Property Survey Board submissions for the head of office or Chief of Operations, prepares minutes of meetings and assists in executing PSB recommendations approved by the Head of Office.
- Ensures that all administrative transactions and arrangements of contracts are in compliance with the applicable policies, procedures, rules and regulations. Reviews all 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.
- Streamline financial and administrative processes and simplify them while keeping right controls to achieve operational efficiencies.
- Manage and enhance the travel management system of the CO to ensure compliance

with established policies and procedures and explore opportunities for operational efficiencies.

- Review internal controls in the area of finance and administration to ensure adequacy of established controls and their functionality.
- Provide oversight and guidance to the finance and administration teams and monitoring achievement of established KPIs.
- Provide advice and solutions to staff, consultants and UNVs on issues related to financial management and administrative support.
- Monitor/establish fleet management system to ensure eco-friendly and operationally efficient transportation support to staff, consultants and UNVs.

IV. Impact of Results

The ability of the Operations Manager to effectively lead and oversee the Admin, Finance and Internal Control 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 Operations Manager 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. UNICEF values and competency Required (based on the updated Framework)

i) Core Values

- Care
- Respect
- Integrity
- Trust
- Accountability

ii) Core Competencies (For Staff with Supervisory Responsibilities) *

- Nurtures, Leads and Manages People (2)
- 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)

VI. Recruitment Qualifications

Education:	An advanced university degree in one of the following fields is required: Financial management, economics, social sciences, international relations, government and public relations, public or social policy, sociology, social or community development, or another relevant technical field.
Experience:	A minimum of eight years of professional experience that combines technical (office management, budget management, administration, finance or accounting, or any other relevant field(s).)and managerial leadership in development cooperation at the international level, some of which served in a developing country is required. Relevant professional experience in any UN system agency or organization is considered as an asset. Experience of emergency context is an asset Experience in audit and investigation is an asset
Language Requirements:	Fluency in English is required. Knowledge of another official UN language (Arabic, Chinese, French, Russian or Spanish) . Knowledge of Arabic language is highly desirable.