##  U N I T E D N A T I O N S C H I L D R E N ' S F U N D

**GENERIC JOB PROFILE – OPERATIONS MANAGER (BSC)**

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| **Duty Station:** Lilongwe**Section/Division**: Operations **Position ID:** MLW19/14 **Position Level:** P-3**Position Title:** Operations Manager (*Business Support Centre*)**Incumbent:** No | **Generic JD Job No:****CCOG Code**:**UNICEF Occu. Code:****Classified Level:****Date Classified:**  |
| **REPORTS TO: (3181, Chief of Operations, P4)*****(Please attach Organization Chart. Indicate the IMMEDIATE SECTION where the post is located showing the supervisor, subordinates and all other related posts. Note only the officially approved organization chart established in the budget process will be utilized for identification of the post’s position within the office structure. This is required for classification review.)*** |

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| **SIGNATURES****This is to certify that contents are correct and complete and that the duties and responsibilities described are required in the organizational unit for the proper accomplishments of the functions.** |
| Pamela Oganga, Chief of Operations |  |
| **Supervisor, Name & Title**Pamela Oganga, Chief of Operations | **Signature Date** |
| **Head of Section, Name & Title**Mahimbo Mdoe, Representative | **Signature Date** |
| **Head of Office, Name & Title** | **Signature Date** |
| **JD Prepared Date: 14 October 2014** |

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| JOB TITLE: Operations Manager (BSC)  JOB LEVEL: P3 REPORTS TO: Chief of Operations LOCATION: Lilongwe, Malawi  | JOB PROFLE NO.: CCOG CODE: FUNCTIONAL CODE: JOB CLASSIFICATION |
| **PURPOSE OF THE JOB**Under the general supervision of the Deputy Representative - Operations, the incumbent will be the team leader of the UNICEF Malawi Business Support Center (**BSC**) and will be in charge of coordinating and ensuring efficient and effective handling of a variety of VISION/sap, financial and accounting transactions,, information gathering, monitoring, reporting and VISION/SAP training in support of program and operations activities. |
| **KEY END-RESULTS** 1. Effective management and leadership of the Business Support Centre.
2. Effective coordination, communication and collaboration established and maintained with internal partners for efficient operations pertaining to VISION/SAP, Administrative and financial transactions.
3. Accurate and consistent interpretation and application of VISION and financial/accounting procedures implemented to support the effective functioning of the office.
4. Recommend changes resulting in improvements to SOPs for more effective functioning.
5. Relevant technical input provided for the effective and efficient management of VISION and financial/accounting transactions for the office.
6. VISION and financial services effectively provided to support the day-to-day office and programme functionality
7. Compliance with all operational systems and procedures effectively monitored and corrective measures taken as appropriate to ensure integrity in all financial, programme and other administrative requirements of the office, relating to VISION and financial/accounting transactions.
8. Staff learning/development for effective operations for Vision and financial transactions developed, implemented and enhanced for capacity building.
9. Effective coordination, communication, collaboration established and maintained with internal and external partners for efficient operations, advisory function, vision and leadership, policy coordination, consultative and participatory management process, external representation as well as security and emergency operations.
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| **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. **Effective operations of the Business Support Centre.**Ensure the effective, equitable and efficient operations of the office through the provision of timely services pertaining to VISION and financial transactions. Advise management of obstacles, bottle necks and potential risks and provide recommendations. **2. Policy interpretation and application**Ensure all relevant VISION and financial transactions are undertaken in line with the relevant requirements and according to the SOPs. Where possible contribute to the improvement of the available SOPs as well as to ensure that they are updated with new VISION and financial requirements and organizational rules and regulations.**3.** **Fiduciary integrity/responsibility for funds and assets**Safeguard the financial resources entrusted to the office by managing the Business Support Centre effectively and efficiently ensuring appropriate oversight on required transactions in collaboration with the relevant section(s).**4.** **Business Support Centre (BSC) Services**Ensure that the BSC provides timely, accurate transactions in a proactive and client focused manner. Develop a team culture that embodies client service. Ensure all transactions are completed within appropriate time lines, with relevant feedback provided to requesting sections/units**7. Compliance and Internal Control**Monitor and manage the BSC to ensure transactions are undertaken within the required rules and regulations of the organization. Ensure adequate controls are put in place to support accurate management of transactions.**8. Staff Learning and Development**Develop training activities to ensure effective performance and efficiency of the BSC. Develop and implement effective staff learning and development programme activities for the BSC team.**9. Coordination and Collaboration** Ensure regular and proactive communication and follow up with all relevant sections and units who utilize the services of the BSC. Develop systems that will ensure systematic and regular feedback on all transactions as well as any changes to SOPs. |

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| **JOB GRADE FACTORS [[1]](#footnote-1)*** Provide professional technical support to manage, coordinate and lead the BSC team.
* Supervise a group of support staff to provide financial transactional processing and VISION support.
* Provide accurate and strict interpretation of relevant policy and procedures, in compliance with rules and regulations pertaining to all VISION transactions.
* Manage and supervise to ensure effective financial, human resources and administrative operations for a small-medium country office with relatively small size of total budget with relatively small number of staff members in the office, but engaging in all the areas of operations.
* Manage the operations function of the Office by leading a team of Business Support Center staff in the operations (Unit).
* Provide technically accurate and sound recommendations on interpretation and implementation of operations policy and procedures, and optimal utilization of UNICEF’s resources, in compliance with rules and regulations.
* Provide technical input to the development of financial, human resources and administrative policies, systems and procedures as and when required.
* Plan and conduct operations training activities for staff’s competency building, staff development, learning and career development. Provide coaching to the staff on performance enhancement/development.
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| **QUALIFICATION and COMPETENCIES** (indicates the level of proficiency required for the job.)**a) EDUCATION *(Indicate type of education/training required including skill in equipment operation.)***Advanced university degree in accounting, business administration, economics, or financial management and membership - or enrolled for membership – from a recognized professional accounting body. Working knowledge of SAP systems.1. **WORK EXPERIENCE *(Indicate the length and type of practical experience required.)***

Five years of relevant professional office management work experience in the areas of office management, finance, accounting, ICT, human resources, supply and administration and/or other related fields.**c) LANGUAGES *(Indicate the language requirements.)***Fluency in English and another UN language1. **COMPETENCIES *(Indicate what key competencies are required, such as technical skills, communications skills, computer literacy, interpersonal skills, supervisory skills.)***

**i) Core Values (Required)*** Commitment
* Diversity and Inclusion
* Integrity

**i) Core Competencies (Required)*** Communication [II]
* Drive for Result [II]
* Working With People [II]

**iii) Functional Competencies (Required)*** Analyzing [II]
* Applying Technical Expertise [II]
* Formulating Strategies and Concept [II]
* Leading and Supervising [II]
* Planning and Organizing [III]

**iv) Technical Knowledge[[2]](#footnote-2)**  **a) Specific Technical Knowledge Required** (for the job)[II] (Technical knowledge requirements specific to the job can be added here as required.) • Understanding of the operating system used by UNICEF, namely – SAP ,  Specialized knowledge to perform the functions of the job at competent level• UNICEF operation’s goals, visions, positions, and organization development and change management strategies• UNICEF operation’s policies, procedures and guidelines in the Manual. • Rights-based and Results-based management and programming approach in UNICEF. • UNICEF Mid-Term Strategic Plan (MTSP) **b) Common Technical Knowledge Required** (for the job group)[II] • Principles of office management, accounting, financial management, programme management and administration • UNICEF operation’s goals, visions, positions, policies and strategies.• Policy and procedures of operational management, including UN/UNICEF financial and personnel rules and regulations • UNICEF emergency programme policies, goals, strategies, approaches and procedures (e.g., Security handbook)• Gender equality and diversity awareness**c) Technical Knowledge to be Acquired/Enhanced** (for the Job)[III] **•** Knowledge and skills to operate the VISION system.UN policies and strategy to address operational issues involved in harmonization of operations in the common system..**•** UNICEF positions about UN common approaches to operations issues.• UN security operations and guidelines. • Government regulations and laws in the locality.  |

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. [↑](#footnote-ref-1)
2. References 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. [↑](#footnote-ref-2)