

GENERIC JOB PROFILE

I. Post Information	
Job Title: Social Policy Specialist NOC/TA (Only for Nationals of Madagascar) Supervisor Title/ Level: Chief Social Policy Level 4/5, Organizational Unit: Social Policy Post Location: UNICEF Madagascar Country Office Duration- 6 months,	Job Level: Level 3 Job Profile No.: CCOG Code: 1L06 Functional Code: SOC Job Classification Level: Level 3

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 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. <u>Job organizational context:</u> UNICEF, through its Social Policy Section, supports the Government of Madagascar in strengthening the national social protection system through a combination of policy support, systems strengthening, and programme implementation. One of the flagship interventions is the implementation of the universal child benefit programme known as

Zara Mira, a universal and inclusive cash transfer programme targeting children, pregnant women, and persons with disabilities. The programme has progressively expanded to more than six districts across the Grand Sud and Grand Sud-Est regions. Specifically, in the Grand Sud-Est, Zara Mira is currently implemented in the districts of Vondrozo, Midongy, and Befotaka, reaching more than 70,000 beneficiaries with UNICEF's direct involvement in the implementation. The programme combines regular cash transfers with social and behavioural change interventions and contributes to strengthening the national social protection system

Purpose for the job:

Under the general guidance of the supervisor, the incumbent is responsible for enhancing programme delivery and strengthen social protection -cash transfer national systems, supporting the implementation Zara Mira cash transfer programme in the region of Atsimo Atsinanana; the operationalization of Social Windows (Guichet Social/Guichet Unique) to facilitate regular beneficiary registration and updating, grievance and complaints management, referral services, and monitoring of social indicators and reinforcing the government systems; providing backstopping support for the interoperability between the Social Window Management Information System (MIS) and sectoral information systems, including nutrition, health, education, and other social service platforms; strengthening of national capacities for the design, delivery, monitoring, evaluation, and scale-up of shock-responsive social protection programmes and supporting the payment processes through digital solutions, including UNICEF's Humanitarian Operations and Programme Ecosystem (HOPE) platform and MIS GS, Kobo, and other systems of the financial service providers (FSP).

III. Key functions, accountabilities and related duties/tasks *(Please outline the key accountabilities for this position and underneath each accountability, the duties that describe how they are delivered. Please limit to four to seven accountabilities)*

Summary of key functions/accountabilities:

1. Beneficiary Data Management

- Coordinate beneficiary data collection, consolidation, updating, and quality assurance activities
- Ensure the accuracy, completeness, integrity, and security of beneficiary data.
- Identify, analyze, and resolve data inconsistencies and anomalies
- Produce regular analytical reports, dashboards, and monitoring tools.
- Coordinate data-related activities with government institutions, implementing partners, and financial service providers.

2. HOPE System Management and Payment Operations

- Rapidly learn and become proficient in UNICEF's HOPE platform and associated operational procedures
- Manage beneficiary records and payment workflows within HOPE

- Support the generation, validation, and approval of payment lists
- Provide technical support to users and troubleshoot system-related issues
- Ensure alignment between HOPE data and national beneficiary databases
- Conduct payment reconciliation exercises and investigate discrepancies
- Monitor payment implementation with Financial Service Providers (FSPs)
- Monitor rejected, suspended, pending, and unclaimed payments
- Produce payment performance and compliance reports
- Recommend corrective actions to improve efficiency, transparency, and accountability of payment operations.

3. Strengthening the Social Registry (RSU) and Social Window MIS

- Work closely with Social Workers, Social Window operators, and Ministry officials at district and commune levels
- Ensure timely updating of beneficiary information within Social Window MIS, Unified social registry (RSU), and HOPE.
- Supervise the integration of demographic and social events affecting eligibility, including:
 - Births;
 - Pregnancies;
 - Deaths;
 - Migration;
 - Changes in disability status;
 - Household composition changes.
- Support registration, validation, and updating of beneficiary data originating from Social Windows.
- Monitor the performance and effectiveness of Social Window MIS and RSU.
- Identify system gaps and propose practical improvements to strengthen system functionality and data quality.
- Contribute to the documentation of lessons learned, best practices, and system strengthening initiatives.

4. Social Window Operations and Service Referral Mechanisms

- Support the operationalization and strengthening of Social Windows as local entry points for social protection services.
- Support referral mechanisms linking beneficiaries to:
 - Child protection services;
 - Civil registration services;
 - Nutrition programmes;
 - Health services;
 - Disability inclusion services;
 - Education and social welfare programmes.
- Strengthen the capacities of Social Window staff in data management, quality assurance, and MIS operations.

5. UNICEF Programme Management

- Provide technical advice on social protection information systems and

programme delivery

- Participate in coordination meetings and ensure follow-up on agreed actions.
- Supports and contributes to effective and efficient planning, management, coordination, monitoring and evaluation of the country programme. Ensures that the social planning project enhances policy dialogue, planning, supervision, technical advice, management, training, research and support; and that the monitoring and evaluation component strengthens monitoring and evaluation of the social sectors and provides support to sectoral and decentralized information systems.

IV. Impact of Results *(Please briefly outline how the efficiency and efficacy of the incumbent impacts its office/division and how this in turn improves UNICEF's capacity in achieving its goals)*

The strategic and effective advocacy, planning and formulation of social policy programs/projects and the achievement of sustainable results, contributes to achievement of goals and objectives to create a protective environment for children and thus ensure their survival, development and well-being in society. Achievements in social policy programs and projects in turn contribute to maintaining/enhancing the credibility and ability of UNICEF to provide program services for mothers and children that promotes greater social equality in the country.

V. UNICEF values and competency Required (based on the updated Framework)

i) Core Values

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

Core Competencies (For Staff without Supervisory Responsibilities) *

- 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)

*The 7 core competencies are applicable to all employees. However, the competency Nurtures, Leads and Manages people is only applicable to staff who supervise others.

VI. Recruitment Qualifications

Education:	An advanced university degree in one of the following fields is required: Data Science, ICT, Statistics, Economics, Public Policy, Social Sciences, International Relations, Political Science, or another relevant technical field.
Experience:	A minimum of five years of relevant professional work experience is required. Experience working in a developing country is considered as a strong asset. Background and/or familiarity with emergencies is considered as a strong asset.
Language Requirements:	Fluency in French and a working knowledge of English is required. Proficiency in the local language would be an asset.