



UNITED NATIONS CHILDREN'S FUND
SPECIFIC JOB PROFILE

I. Post Information

Job Title: Senior Operations Associate (Risk Management and HACT)

Supervisor Title/ Level: Deputy Representative Operations

Organizational Unit: Admin & Finance

Post Location: Madagascar Country Office

Position ID: 11329

Job Level: GS-7

Job Profile No.:

CCOG Code:

Functional Code:

Job Classification Level: GS7

II. Organizational Context and Purpose for the job

UNICEF's fundamental mission is to promote the rights of every child, everywhere, in everything the organization does programmes, advocacy and operations. Within this framework, the Operations function provides the services, systems and governance mechanisms required to deliver programmes efficiently, effectively and in compliance with organizational policies, while strengthening accountability and proactive risk management.

Job organizational context: The Senior Operations Associate (Risk Management, HACT Assurance Quality Assurance, Resource Optimization) is based in Madagascar within the Operations Section and reports to the Deputy Representative Operations. The post provides cross-cutting support to management and Programme/Operations sections to: (i) strengthen risk management (including fiduciary and compliance risks), (ii) ensure the quality, consistency and effective use of results from HACT assurance activities (micro-assessments, spot checks, audits, and programme visits), and (iii) support the optimization and reallocation of resources through analysis, prioritization and continuous process improvement.

Purpose of the job: Under the supervision of the Deputy Representative Operations, the incumbent contributes to the operational performance of the Madagascar Country Office by ensuring: (1) support to the implementation of the risk management framework and tracking of mitigation plans; (2) quality assurance of deliverables and results generated by HACT assurance activities, including systematic follow-up of recommendations and action points; and (3) identification of efficiency opportunities (process, cost, budget allocation and resources) to improve compliance, timeliness and value for money.

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

1) Support to the implementation of the risk management framework and tracking of mitigation plans (*Risk management (ERM/eGRC) and compliance support*)

- Support the maintenance and quality of the office risk register (risk statements, scoring, controls/mitigation measures, owners and timelines) and contribute to alignment with management priorities (AMP/CPMP).
- Support the preparation of periodic risk reviews (consolidation of inputs, dashboards, decisions tracking) and flag emerging risks.
- As Secretary of Risk and Compliance Task Force, track implementation of risk mitigation plans and escalate critical delays or gaps through concise management briefs.

- Support internal control and compliance processes, including documentation of evidence and follow-up actions (e.g., eGRC, segregation of duties, control checklists).
- Support audit/Peer Review readiness (internal/external) related to operational and fiduciary risks and track implementation of audit recommendations.

2) Quality assurance of deliverables and results generated by HACT assurance activities, including systematic follow-up of recommendations and action points

Quality assurance of HACT assurance activities and follow-up of recommendations

- Contribute to risk-based annual/quarterly planning of HACT assurance activities in coordination with programme and field offices (prioritization, calendar, coverage and cost assumptions).
- Perform quality reviews of key assurance deliverables (ToRs, spot-check/audit reports, synthesis notes) against UNICEF/HACT standards, ensuring clarity, evidence trail, actionable recommendations, prioritization and due dates.
- Consolidate, analyze and track action points from micro-assessments, spot checks, audits and programme visits, including aging analysis, high-risk issues and bottlenecks.
- Support consistent use of corporate systems (eTools/HACT, IPM, VISION and/or local tools) for recording, tracking and reporting on assurance activities and corrective actions.
- Support coordination with implementing partners and sections for implementation of corrective actions, including capacity strengthening and remediation measures.

Performance analysis, reporting and operational intelligence

- Produce periodic dashboards on performance of the framework (HACT coverage, quality of reports, action point status, non-compliance trends, recurring risks) for management and sections.
- Analyze trends and root causes emerging from assurance activities and propose practical improvements.
- Support preparation of key performance reviews (AMR/AMP, HACT reviews, CMT) by ensuring reliable, comparable and decision-useful data.
- Ensure structured filing and traceability of key documents (reports, evidence, decisions, action plans) in line with information management requirements.

3) Identification of efficiency opportunities (process, cost, budget allocation and resources) to improve compliance, timeliness and value for money.

Resource optimization and process improvement

- Identify, document and propose efficiency opportunities (simplification, standardization, digitalization, transaction cost reduction) in line with office priorities.
- Support planning and monitoring of resources dedicated to assurance activities (budgets, contracts/service providers, missions), with a focus on value for money.
- Support prioritization of assurance and review activities considering resource constraints, risk levels and expected impact.
- Support implementation and tracking of improvement plans (SOPs, workflows, trackers), including simple performance indicators (timeliness, quality, compliance).

Governance support, coordination and capacity strengthening

- Support preparation, organization and technical secretariat functions for relevant governance fora (Risk & Compliance task teams, HACT reviews, inter-section meetings): agendas, minutes and follow-up of decisions.
- Support capacity strengthening of staff and/or partners on HACT requirements, risk management and compliance (inductions, briefings, job aids and procedural reminders).
- Maintain close collaboration with Programme, Finance, Supply, HR, ICT and field offices to ensure coherence and timely resolution of bottlenecks.

Targeted administrative/financial support related to assurance and compliance

- Support administrative follow-up for assurance-related contracts/services (ToRs, deliverables tracking, receipt, documentation compliance).
- Support tracking of assurance-related payments/invoices, ensuring completeness of supporting documents and required controls.

- Support compilation of documentation and evidence for audits/reviews (collection, structuring, traceability).

IV. Impact of Results

The efficiency and effectiveness of the support provided by the Senior Operations Associate directly contributes to: (i) proactive risk management and stronger compliance; (ii) a more reliable, consistent and traceable implementation of the HACT assurance framework; (iii) reduced fiduciary risk through timely follow-up and closure of action points; and (iv) improved efficiency and value for money through risk-based prioritization and continuous process improvement. High performance in this role strengthens the credibility of the office and supports the achievement of programme results for children in Madagascar.

V. Capabilities required

1. Project Management (3)

- Create project plans, objectives and deliverables
- Track and organize resources like time, budget, and team efforts
- Identify and report potential risks for further guidance

2. Collaboration (3)

- Navigate organizational dynamics and adapt behavior to respond to different situations
- Choose appropriate words, tone and tailors' messages respectfully and persuasively to suit different audiences
- Write clear, concise and well-structured reports and documents using appropriate language
- Pay close attention to what others are saying, asking questions for clarification
- Present ideas and information clearly in front of groups

3. Problem Solving (3)

- Analyze data, identify trends, patterns and anomalies
- Evaluate information, analyze problems, identify underlying causes and risks
- Summarize and communicate findings, focusing on actionable insights to support decision-making
- Make decisions in time-sensitive situations, even with incomplete information
- Assess the potential impact of solutions (costs, benefits and risks)

4. Digital Dexterity (3)

- Utilize AI-powered tools and platforms to automate data analysis
- Apply prompts to improve the quality of reports and data, ensuring alignment with internal regulations and policies
- Use specialist technology business systems and software
- Analyze and summarize data from various business systems to generate reports and insights

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

i) <u>Core Values</u> • Care • Respect • Integrity • Trust • Accountability • Sustainability ii) <u>Core Competencies (For Staff without Supervisory Responsibilities) *</u> ▪ 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)

VII. Recruitment Qualifications	
Education:	Completion of secondary education is required. A university degree (Bachelor's) is an asset in a relevant field such as business administration, finance/accounting, audit, risk management, project management, economics, or related areas.
Experience:	Minimum of seven (7) years of progressively responsible relevant experience in operations, finance/internal control, audit/compliance, implementing partnership management and/or risk management. Experience with HACT and/or assurance over cash transfers to implementing partners is highly desirable.
Language Requirements:	Fluency in French is required. Working knowledge of English is highly desirable. Knowledge of Malagasy is an asset (as applicable to duty station needs).
Technical Knowledge	• Good understanding of risk management, internal controls and compliance principles. • Practical knowledge of the HACT framework and assurance activities (micro-assessments, spot checks, audits, programme visits) is highly desirable. • Strong ability to analyze data and produce concise management reports and dashboards. • Proficiency in office tools (advanced Excel desirable) and corporate systems (e.g., VISION, eTools/HACT, eGRC/IPM or equivalents) is highly desirable. • Ability to work with multiple stakeholders and manage competing priorities with rigor and discretion.