

SPECIFIC JOB PROFILE

I. Post Information

Job Title: Operations Officer (Administration) Supervisor Title/ Level: Chief of Operations, P4 #133362 Organizational Unit: Operations Post Location: Office of Strategy and Evidence (OSE) / HQ Division	Job Level: P-2 Job Profile No.: CCOG Code: 1A12 Functional Code: OPE Job Classification Level: P-2
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II. Organizational Context and Purpose for the job

The fundamental and primary 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 child survival, 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.

Strategic office context:

Within UNICEF's Office of Strategy and Evidence (OSE), the Operations function serves as a strategic business partner, enabling the effective and efficient use of resources and assets in line with sound management practices, organizational policies and OSE priorities. The Operations & Administrative Officer (P2) supports the delivery of integrated operational

services and contributes to strengthening operational effectiveness, compliance and risk management across OSE. The position reports to the P4 Chief of Operations.

Purpose of the job

As part of the OSE Operations team and under the supervision of the Chief of Operations, the Operations & Administrative Officer (P2) will provide professional oversight, coordination and technical support for the effective delivery of administrative and operational services across OSE.

The P2 will supervise designated General Service staff within the Operations function, providing guidance, oversight and support to ensure effective performance, foster a positive and inclusive work environment, and support staff development and career growth.

The position will contribute to the strategic oversight and effective management of OSE's administrative operations, encompassing premises and facilities management, administrative and common services, events management, protocol, security and Business Continuity, local procurement and related office services. The Operations Officer will support the planning and implementation of complex operational initiatives and contribute to strengthening governance, internal controls and risk management across these areas. Through risk-informed analysis, effective coordination and application of Value for Money (VfM) principles, the position will support management in ensuring that operational arrangements are efficient, compliant, sustainable and responsive to OSE's evolving business needs and strategic priorities.

The incumbent will work closely with internal stakeholders, service providers, host-country counterparts and relevant UNICEF and UN common services units and UN country team counterparts.

Operations Officer will accomplish this by:

- **Governance, internal controls and risk management:** Supporting the Chief of Operations in strengthening governance and internal control arrangements, monitoring implementation of mitigating actions, and contributing to relevant office governance and management mechanisms.
- Supporting during external and internal audit reviews, contributing with audit observations and monitoring implementation of recommendations.
- **Premises and facilities management:** Supporting the strategic planning and management of OSE premises and facilities, including coordination of complex premises-related projects, space planning and optimization, refurbishment and improvement initiatives, and ensuring that office facilities are safe, accessible, sustainable and fit for purpose.
- **Administrative and common services:** Supporting the effective delivery of administrative services and identifying opportunities to improve service quality, efficiency and cost-effectiveness. Liaising with Common Services, and other UN entities located in Italy, host institutions and external service providers to ensure timely delivery and resolution of operational issues.

- **Protocol and host-country liaison:** Supporting protocol and host-country administrative matters within the scope of the position, liaising with relevant Italian authorities and other UNICEF and UN counterparts located in Italy, for the timely resolution of protocol-related requirements affecting OSE and its personnel.
- **Security and business continuity:** Supporting the implementation and monitoring of office security, safety and business continuity arrangements
- **Local procurement and contract management:** Coordinating local procurement of goods and services, including development of requirements and specifications, support to competitive procurement processes
- **Asset management:** Overseeing the effective administration and safeguarding of OSE assets and equipment, including appropriate utilization, inventory controls, movement, periodic verification and disposal
- **Travel management:** Coordinating and overseeing office travel administration and related services, promoting efficient and compliant travel arrangements, monitoring service delivery and recurring issues and liaising with GSSC and with relevant HQ counterparts to address bottlenecks and improve processes.
- **Coordinate the administrative and logistical management of OSE events,** providing end-to-end operational support including procurement and contracting, sourcing and management of venues and service providers, travel and logistical arrangements
- **Operations budget and financial management:** Supporting the planning, management and monitoring of the operations administrative budget, ensuring effective allocation and utilization of resources in line with office priorities and organizational policies.
- **Operational planning, monitoring and reporting:** Contributing to annual operational planning and monitoring, establishing and tracking relevant service standards and performance indicators
- **Process improvement and change management:** Supporting the development and implementation of streamlined, harmonized and client-oriented administrative processes, leveraging organizational systems and common services and facilitating changes in ways of working in response to OSE's evolving operational requirements.
- **Facilitating business transactions processed by GSSC** from a perspective of Efficiency, Performance, Risk Management and Fraud prevention
- Supporting the line manager to implement career development opportunities for staff;

The Operations Officer will be entrusted with the following five pillars, the core focus of all operations functions: Valuing People, Valuing Money, Valuing Risk Management, Valuing Systems and Structures, Valuing Partners.

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)

Valuing People: Implement people resources strategies to promote technical competence and foster career progression and retention of a “fit for purpose”/ agile workforce

- Facilitate an environment of management excellence, staff well-being and accessibility and inclusion through implementation of strategies, policies, procedures.
- Implement solutions related to people management and office culture.
- Support training strategy and requisite plans to bring about changes in knowledge, skills, abilities and mind sets for Operations staff.
- Keep abreast of industry standards in management and finance and share best practices and knowledge learned within the office.
- Support Excellence in Operations in UNICEF derived from the five strategic pillars.

Valuing Money: Champion strategic resources to achieve organizational goals and ensure Value for Money (VfM)

- Ensure effective identification and use of resources in various concrete Value for Money (VfM) areas, including, procurement, eco-efficiency and inclusivity, administration of premises, costing, results-based budgeting financial monitoring etc.
- Support the Chief of Operations in resource planning and prioritization, ensuring that operational requirements are appropriately costed and aligned with OSE priorities, available resources and organizational policies.
- Identify and implement opportunities for cost efficiencies and optimization of operational arrangements, including through common services and premises, space utilization, service consolidation, long-term agreements and other appropriate sourcing and service-delivery modalities.
- Coordinate and monitor local procurement and contracting requirements for administrative goods and services promoting Value for Money
- Coordinate the development and implementation of the procurement/supply plan
- Promote a consolidated and professional approach to event management through strategic use of LTAs and qualified service providers, leveraging market opportunities to strengthen efficiency and Value for Money
- Monitor the financial and contractual performance of key administrative service arrangements and provide analysis and recommendations to strengthen cost-effectiveness
- Promote environmentally sustainable and inclusive use of resources, including through eco-efficient premises and facilities management, sustainable procurement and responsible asset management, in line with UNICEF organizational commitments and standards.

Valuing Risk Management: Enhance Risk Management to increase organizational performance and strengthen internal control

- Support the office with up-to-date information to make operational and programmatic risk informed decisions and improve performance, with the support of the enterprise Governance, Risk and Compliance (eGRC) platform.
- Contribute and participate in developing and testing of business continuity plan to ensure UNICEF organizational resilience to disaster, risks and staff safety and security as well as Emergency Preparedness and Response to humanitarian situations.
- Participate in review of internal controls and policies/guidance included in the Regulatory Framework, support appropriate implementation policies and procedures and provide feedback on policy and internal controls as appropriate.
- Support implementation mandatory anti-fraud systems, processes and actions, and share anti-fraud achievements within the office.
- Support mitigation of risks of engagement with external partners via appropriate, risk-informed due diligence.
- Support the effective management of staff and premises safety and security risks, including identification and monitoring, implementation of appropriate mitigation measures, and follow-up on security requirements affecting OSE personnel, premises and operations.
- Coordinate closely with relevant UNICEF and UN operations and security counterparts, located in Rome, on staff safety measures, security-related administrative requirements and preparedness, ensuring timely implementation and follow-up of security recommendations.

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

- Participate in the review of Operations processes and recommend measures to minimize cost, reduce duplication of work and maximize efficiencies while creating an environment of smarter controls to render the organization ready to respond to programme needs.
- Contribute to improving IT-enabled business processes to increase productivity and collaboration, better knowledge management, and ensure effective use of UNICEF assets.
- Contribute to the continuous improvement and digitalization of administrative and operational business processes, leveraging UNICEF corporate systems and technology-enabled solutions
- Support the development, documentation and implementation of standardized operational workflows, procedures, service standards and guidance
- Provide contribution to OMP and review operational structures in collaboration with Chief of Operations.

- Develop and maintain effective knowledge management systems and resources, including Operations SharePoint pages and other knowledge products.
- Support the development and implementation of an Operations communication and knowledge-sharing approach to ensure that key information and operational updates are accessible.

Valuing Partners: Strengthening internal and external-facing partnerships and leveraging UNICEF's oversight and understanding of financial management across all areas of the office.

- Collaborate with UNICEF common service units including CSC in Rome, GSSC and other relevant service providers to continuously assess and optimize operational service delivery arrangements, identifying opportunities for consolidation, centralization, outsourcing and use of shared or common services, where appropriate.
- Support enhancing collaboration with other UN agencies in Italy on operational matters, identifying and pursuing opportunities for inter-agency cooperation
- Strengthen partnerships with the local market for administrative services by identifying and developing relationships with qualified vendors, venues and service providers, leveraging LTAs, competitive market opportunities and, where appropriate, pro-bono arrangements

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 effective performance of the Operations Officer directly contributes to OSE's operational effectiveness and ability to deliver on its strategic mandate by ensuring efficient, responsive and fit-for-purpose operational services. Through these results, the Operations Officer contributes to a well-governed, efficient and fit-for-purpose Operations function that enables OSE teams to focus on their substantive mandate and supports OSE in delivering high-quality strategy, evidence and knowledge in support of UNICEF's results for children.

The ability of the Operations Officer to support assessment, mitigation, monitoring, review and reporting 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
- Sustainability

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

- 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)

Other skills

- Emotional Intelligence
- Managing complexity and change

VI. Recruitment Qualifications

Education:	A University Degree (Bachelor's) in one of the following areas is required: • Business management • Financial management • Accounting • Public Finance • Related operations function (Supply Chain, Human Resources, Information Technology, International Business, Project management, etc.) A relevant professional license from internationally recognized institutions is an asset.
Experience:	At least 2 years of professional experience in one or more operations management areas, is required, including

	administration, facilities management, procurement, travel, budget or supply chain Experience in a UN system agency, large private or public company, or experience working in a developing country and/or humanitarian/ emergency context is an asset. Experience in working in an HQ or Regional Division setting is an asset. Proven experience in negotiating with suppliers, service providers, institutional counterparts and local authorities in a high-compliance or European setting is a strong asset. Proven experience in organizing high-level events with multi-stakeholder coordination is a strong asset. Experience in working in or coordinating with Common Services units is an asset. Understanding of Results Based Management principles and ability to apply them for operational planning and monitoring is a requirement Experience in supporting successful client-oriented work units is an asset. Demonstrated digital fluency (Microsoft Office applications at a minimum) with the ability to rapidly learn, adopt, and optimize emerging technologies, including AI-enabled tools, business intelligence platforms (e.g., Power BI), workflow automation solutions, and enterprise systems to improve productivity, operational processes optimization, and decision-making is required. Experience in working with corporate ERPs (Enterprise Resource Planning) and IPSAS (International Public Sector Accounting Standards) is a strong asset.
Language Requirements:	Fluency in English is required. Knowledge of another official UN language (Arabic, Chinese, French, Russian or Spanish) or a local language is an asset.