Job Classification

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Classified Job Descriptions

Job Description Type:	Specific Job Description	Region:	HQ
Category:	IP (International Professionals)	Country:	Switzerland
Reason for Classification:	Establishment of a new post	Duty Station:	Geneva
Level:	P-4	Office:	Digital Impact Division
Title:	Operations Manager	Section:	Digital Inclusion
Title Information in Parenthesis:		Unit:	Operations Team
CCOG Code:	1A12	Case Number:	
UNICEF Code:	OPE	Post Number:	135270
Classified by:	Natalia Paquin	Classified Date:	10/29/2026

Organizational Context:

UNICEF's Digital Impact Division (DID) builds and operates UNICEF's digital foundations, including modern enterprise platforms, digital products, infrastructure and AI capabilities, and sets the digital guardrails that keep them secure and resilient through cybersecurity and risk-informed security, while partnering with programme teams, country offices and governments to responsibly scale digital solutions, including digital inclusion initiatives such as Giga and the adoption of AI, digital public infrastructure and digital public goods, to strengthen national systems and accelerate results for children, including in emergencies.

The Digital Impact Division's role in digital empowerment is to help UNICEF country offices, governments, and partners turn digital ambition into practical, high-quality implementation by providing the advisory networks, technical assistance mechanisms, capacity-building pathways, and planning support needed to use digital effectively. This includes coordinating TeamOne as a virtual global network of digital advisors, using the Technical Assistance Hub to manage and increase visibility of technical assistance, strengthening digital skills through various initiatives, and embedding digital more systematically into country programme planning and development processes.

The Strategic Enablers pillar is a core element of UNICEF's Digital Impact Strategy 2026–2029, acting as the structural backbone of the division. This pillar brings together key enablers, People & Culture, Communications, Operations and Artificial Intelligence to create an integrated ecosystem for sustainable digital impact. Together, these enablers anticipate trends, foster innovation, and ensure UNICEF can deliver inclusive, future-ready digital solutions that advance child rights globally.

The Operations Team provides foundational processes, governance, and infrastructure that support agile delivery and scale, including procurement, financing mechanisms, and enterprise architecture alignment.

UNICEF's Digital Inclusion (DI) programme supports governments and partners to improve equitable, affordable digital access for children, schools, and communities. The programme engages with regulators, operators, and public institutions to explore innovative approaches to connectivity, infrastructure governance, and digital public goods.

Purpose of the Job:	Reporting to the DID Chief of Operations, the Operations Manager is a strategic business partner and functional expert of DI's operational and administrative services. This role is accountable for the provision of managerial leadership and policy guidance to ensure the seamless execution of DI's mission. The role serves to ensure that DI's operational strategies, encompassing Operational Oversight, Procurement, Asset Management, and Risk Management, are robust, efficient, and scalable, supporting both the Switzerland base and the Barcelona technology centre. The Operations Manager is responsible for ensuring these services are cost-effective, of high quality, able to harness the power of digital technologies and in compliance with the organization's policies, procedures, rules, and regulations, fostering operational integrity and excellence across all levels. As DI evolves, the role also supports the adoption of digital ways of working, including the use of data, automation, AI-enabled tools, and integrated business systems, to improve planning, coordination, monitoring, and operational efficiency. As DI evolves, the role also supports the adoption of digital ways of working, including the use of data, automation, AI-enabled tools, and integrated business systems, to improve planning, coordination, monitoring, and operational efficiency. This position reports to the Chief of Operations, P-5 and supervises 4 Programme Associates at the G-6 level, and 1 Senior Operations Associate at the G-7 level.
Key functions, accountabilities and related duties/tasks:	1. Policy, Procedures, and Strategies - As the technical manager, the Operations Manager is accountable for the correct and consistent application of policies and procedures in the management of DI's operational functions, providing technical leadership, guidance, and support. - Advise on the appropriate application and interpretation of operational rules, regulations, policies, and procedures, ensuring all operations are compliant with UNICEF and International Telecommunication Union (ITU) operational procedures and the effective operation of internal controls across all DI implementation. - Contribute strategic planning on operational matters, providing technical input and ensuring alignment with DI's mission and objectives. - Identify, design, develop and implement business intelligence to capture, consolidate, organize, analyze and report financial and non-financial information for DI. - Review key Operations processes for DI and in coordination with the Digital Impact Division Chief of Operations, to minimize cost, simplify and reduce duplication of work and maximize efficiencies while creating an environment of smarter controls to enhance agility and resilience. - Provide innovative and comprehensive tools, data, and analysis to internal and external stakeholders to make strategic decisions and maximize funds utilization for DI, e.g. data science approach to process optimization, use of technology for team efficiency, technology enabled strategies for managing globally distributed teams, technology tools for onboarding/managing vendors, etc. - Play an advisory role, in coordination with the Chief of Operations, on effective risk analysis and mitigation for new approaches, solutions and initiatives to implement DI's objectives, including appropriate, risk-informed due diligence. - Provide key contribution in reviewing operational and organizational structures for DI in collaboration with the Chief of Operations. 2. Budget Preparation and Implementation - Manage the budget to ensure that objectives are realized for the smooth operations of DI in line with Digital Impact Division and UNICEF guidelines. - Recommend and prepare estimates for operational needs, ensuring cost-effectiveness and alignment with DI's goals. Monitor and control the operational budget, ensuring transparency and accountability. - Support DI budget process, including planning, preparation, implementation, monitoring and reporting (DI work plan, strategic plan development). This also includes to: -- Ensure coordinated preparation and consolidation process for the section's budgets. -- Ensure budget control and budget implementation reporting are effective for the DI initiative. 3. Geneva/Barcelona Office Coordination of Administrative Support and Services - Oversee administrative support and services to DI Geneva office and DI Barcelona Technology Centre, including preparation and funding of service contracts, and guidance on administrative

procedures.
- Ensure timely and effective delivery of administrative support and services for Geneva and Barcelona Offices, including space management, transport services, and other equipment use and maintenance, conference and travel arrangements, document reproduction, communications, mail and delivery services, local procurement and bill payments of utilities.
- Support initiatives for enhancing operational efficiency and cost-effectiveness, including coordination with other agencies and partners or the use of technology for process improvement.
- Act as Security and business continuity focal point for offices in Geneva and Barcelona.

4. Property Management
- Manage properties, updating inventory, and ensuring proper maintenance and utilization of assets.
- In partnership with ITU for the Geneva centre, oversee the maintenance of premises in Geneva and Barcelona in accordance with organizational standards for accessibility and environmental sustainability.

5. Contract Arrangement and Control
- In coordination with Digital Impact Division Operations, act as the DI focal point with Supply Division for institutional contracting and procurement, overseeing:
-- Annual planning
-- Dashboard oversight
-- Low value Purchase Order creation & Long Term Agreement support
- Ensure all contractual arrangements are in compliance with applicable policies and procedures.
- Review and monitor contracts and advise on effective contract management.

6. Leadership and People Management
- Strategically leads, supervises, develops, and empowers staff under supervision.
- Promote culture of performance management, providing timely guidance, feedback, and support to supervisees.
- Monitor work progress and ensure results are achieved according to schedule and performance standards.
- Promote a team environment of staff well-being, accessibility, and inclusion.
- Develop work plans and targets based on strategic division and organizational priorities.

7. Other Duties as Assigned by DID Chief of Operations

Impact of Results:

The proficiency of the Operations Manager in effectively orchestrating and overseeing DI's operational functions for the streamlined delivery of services directly influences the efficacy of the DI initiative. This proficiency not only supports the realization of DI's mission to bridge the digital divide but also amplifies its capacity to connect schools globally, thereby fostering access to information, opportunity, and choice for children and young people. Such operational excellence reinforces DI's reputation as a pioneering and responsible entity, adept at leveraging resources and partnerships to achieve transformative results.

Furthermore, the Operations Manager's adeptness in promptly identifying, evaluating, mitigating, and monitoring potential risks is vital to UNICEF's risk management framework. This capability ensures the safeguarding of DI's assets, resources, and reputation. By proactively managing these risks, the Operations Manager plays a key role in ensuring that DI remains resilient and focused on its primary mission: to connect every school in the world to the internet.

Competencies and level of proficiency required:

Core Values:
Care
Respect
Integrity
Trust
Accountability
Sustainability

Core Competencies:
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)
Recruitment Qualifications:	Education requirement: An Advanced University Degree (Master's or equivalent) in one of the following areas is required: Business management; Financial management; Accounting; Public Finance; and related operations function (Supply Chain, Human Resources, Information Technology, International Business, etc.). A first university degree in a relevant field combined with an internationally recognized professional accounting designation (CA, ACA, ACCA, CPA, CIMA, CPFA, or Expert Comptable) and 2 additional years of relevant work experience may be accepted in lieu of an Advanced University Degree. Experience required: A minimum of 8 years of professional experience, at the national and international level is required, specifically in implementing strategic organizational initiatives in one or more operations management areas including budget; financial management and reporting; facilities management; administration; supply and logistics management; information and communication technology; human resources. Language requirements: Fluency in English is required. Knowledge of another official UN language (Arabic, Chinese, French, Russian or Spanish) is an asset.
Is this role a Representative, Deputy Representative, Chief of Field Office, the most senior Child Protection role in the office, Child Safeguarding Focal Point, or Investigator (OIAI)?:	No
Is this post a Direct contact role in which incumbent will be in contact with children either face-to-face, or by remote communication, but the communication will not be moderated and relayed by another person?:	No
Is this post a Child Data role in which incumbent will be manipulating or transmitting personal-identifiable information on children such as names, national ID, location data, or photos)?:	No
The selected candidate for this position will be required to engage with vulnerable children:	No
Competencies and level of proficiency required:	
Recruitment Qualifications:	

Attachments: 2026 Operations Manager P4 Digital Inclusion 135270.docx

Approval Head of Office.pdf
Approving Authority Delegation to Section Chiefs for Academic Flexibility.pdf
Section Chief Approval for Academic Flexibility.pdf

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