UNITED NATIONS CHILDREN'S FUND
JOB PROFILE

I. Post Information

Job Title: **Programme Manager (ICT services)** Supervisor Title and Level**: Chief, OATC-P5 #65671** Organizational Unit**: Operational Analysis & Technology Centre (OATC)** Post Location: **Supply Division-Denmark**	Job Level: **P-4** Job Profile No.: **139100** CCOG Code: Functional Code: Job Classification Level: **P-4**

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.

Job organizational context:

The Programme/Product Manager reports to the Center Chief as the acting DLC (Digital Leadership Cell) Lead. The Operational Analysis and Technology Centre (OATC) provides ICT services for Supply Division (SD) to support UNICEF global supply chain operations. The services portfolio of OATC includes systems analysis, business process analysis, material master data administration, specialized SAP customization, and infrastructure & customer support (helpdesk) services. ICT services are delivered via four units. They are Infrastructure & Operations, Business Process, Web Development and Systems Development.

Purpose for the job:

Under the direct supervision of the DLC Lead, the Programme Manager will be responsible for leading a team managing all aspects of product delivery of a digital product throughout its lifecycle, from conception to execution, ensuring continuous fit for purpose, organizational priorities and technical feasibility. In doing so, the Programme Manager will be responsible for partnering with the relevant stakeholders, to understand the core business needs resulting in increased effectiveness, efficiency or differentiation for UNICEF products and services.

III. Key functions, accountabilities and related duties/tasks

- **Leading the Product Team comprised of Business Analyst, Technical Lead and the Development team**
  - Acts as a coordinator for the team and provides guidance to the team on relevant matters
  - Embeds a spirit of learning and continuous development within the team to ensure continued professionalisation of services provided and fine-tuning of professional craftsmanship
  - Sets team objectives, performance measurements, standards and results expected to ensure timely and client focused services.
  - Monitors implementation and oversee progress
  - Works closely with the SME coordinator/Product Owner, OATC team and DID counterparts to oversee the development of estimates and operational requirements to enable accurate planning with realistic timelines
  - Establishes team priorities, and supervises the implementation of work plans
  - Promotes teamwork and collaboration by providing the team with clear direction, objectives and guidance to enable them to perform their duties responsibly, effectively and efficiently
  - Fosters a positive work environment, respectful of both men and women, and ensure that the highest standards of conduct are observed
- **Define and own the product vision and product roadmap**
  - Partner with key stakeholders to understand their needs, challenges and objectives. Make recommendations and influence the direction of the product developments, to best fulfill the business objectives.
  - Creates and maintains product roadmap in alignment with relevant stakeholders
  - Collaborates with the DLC Lead and the other programme managers, to identify opportunities for better alignment between different products, so end to end business processes can be enabled
  - Works closely with SME coordinator/Product Owner, OATC team and DID counterparts to oversee the development of estimates and operational requirements to enable accurate planning with realistic timelines
  - Holds responsibility for effective coordination of activities across all stages of the product management.
  - Acts as a Project Manager for product development/delivery, bridges gaps and manages dependencies between different business units if/when needed
- **Coordinate with stakeholders and the DLC Leadership**
  - Ensures that requirements and process design span across wider value delivery processes
  - Negotiates with business functions to drive the potential realization of tangible benefits from changes to business process in coordination with the SME coordinator/Product Owner.
  - Together with the SME coordinator/Product Owner analyses needs and makes recommendations and demonstrates how to best utilize UNICEF business systems to accomplish business objectives

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IV. Impact of Results

- Improved, optimized and efficient products that add value and create direct defined impact on SD delivering results.

- Integrated supply chain systems with increased automation from procure to pay.

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

i) Core Values

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

ii) Core Competencies

- 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)

VII. Recruitment Qualifications

Education:	• Advanced University degree in Public Administration, Business Administration or Management, International relations, Information Technology or related field is required. • Certifications in business analysis, process mapping, project management and/or analytics tools is desirable
Experience:	• Minimum 8 years work experience at the national and international levels in either public and/or private sector in a managerial capacity out of which 5 years of work experience in business analysis, master data management and design of ERP (enterprise resource planning) solutions in the financial and supply chain areas are required. • Experience in documenting business process requirements and developing functional specifications is essential. • Experience working in a multi-cultural environment and/ or developing country situation is desirable. • Experience with reporting and querying tools used in business analysis is a must. Familiarity with Microsoft or SAP technologies in this domain is desirable.

	• Knowledge of UN financial rules and regulations is desirable. **Other Technical knowledge** • Knowledge of end-to-end supply chain processes (Procure to Pay) is a must. • Knowledge of e-Business concepts, in particular e-procurement and related technologies, is essential. • Strong knowledge of Sales & Distribution (SD), Materials Management (MM), Production Planning (PP), Financial Accounting (FI) modules of the SAP system are essential. • Experience defining Supply Chain related systems such as SRM, CRM, Field Engineering and/or Product Catalogue Management is desirable. • Experience defining eCommerce systems is desirable.
Language Requirements:	Fluency in English is required. Knowledge of another official UN language (Arabic, Chinese, French, Russian or Spanish) is an asset.