Job Classification

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Job Description Type:	Specific Job Description	Region:	HQ
Category:	GS (General Services)	Country:	United States of America
Reason for Classification:	Establishment of a new post	Duty Station:	Rome
Level:	G-6	Office:	EMOPS
Title:	Programme Associate (Emergency Operations Center)	Section:	OSC
Title Information in Parenthesis:	Operations Center	Unit:	
CCOG Code:	2102b	Case Number:	EMP25009
UNICEF Code:	PMA	Post Number:	133308, 133309, 133310, 133311, 133312, 133313, 133314
Classified by:	Nathalie Huynh	Classified Date:	9/10/2025

Organizational Context:

The Programme Associate (Emergency Operations Center) position is based in the UNICEF Operations Center (OPSCEN). OPSCEN falls under the Office of Security Coordination (OSC), which is based at New York Headquarters, while it is physically located in Istanbul and operates as part of the Field Support Team within the Operational Field Support Unit of the Office of Emergency Programmes (EMOPS). The Programme Associate reports directly to the Emergency Officer P2 and receives secondary supervisory support from the OPSCEN Manager (Emergency Specialist) P3.

EMOPS provides strategic and coordinated support to Country Offices preparing for and responding to humanitarian crises, in line with UNICEF's Strategic Plan and the Core Commitments for Children in Humanitarian Action (CCCs). EMOPS leads the organization's efforts to ensure that UNICEF's role in emergencies (whether complex, protracted, or sudden -onset) is clearly defined, that the organization is equipped to fulfil that role, and that all levels of UNICEF are prepared to deliver on its humanitarian mandate.

Within this framework, the Office of Security Coordination (OSC) supports UNICEF's ability to operate in all environments by enabling security risk-informed decision-making for programme delivery. OSC also engages with the United Nations Security Management System (UNSMS) to help shape and implement policies that align with UNICEF's unique operational requirements and commitment to reach children in need.

Since its establishment in January 1996, OPSCEN has served as a core enabler of EMOPS' mission by providing 24/7 global information and communication services, beginning with its support to the Kosovo crisis in 1999. Its primary mission is to support UNICEF in delivering on its Core Commitments for Children by offering real-time services that enhance global situational awareness, facilitate the sharing of emergency and security-related information, support rapid crisis communications, and serve as the first point of contact during critical incidents.

	To help fulfil this role, OSC relies on OPSCEN to monitor security and humanitarian developments in real time, issue alerts, provide support, and act as UNICEF's Crisis Coordination Center in the event of a critical emergency. OPSCEN currently comprises a team of ten, including the Manager (Emergency Specialist), Emergency Officer P2, Information Management Officer, and seven Programme Associate (Emergency Operations Center), who operate on a rotating basis to ensure continuous global coverage.
Purpose of the Job:	The Programme Associate (Emergency Operations Center) provides real-time support to UNICEF staff across the globe by monitoring emergency-related developments, identifying and communicating current and emerging trends through real-time information products, and producing information products that integrate text and data visualizations. To ensure uninterrupted 24/7 coverage, the Programme Associate (Emergency Operations Center) is required to work on a rotating shift schedule as well as weekends and UN-observed holidays. Internal compensatory mechanisms are in place to support staff working these shifts.
Key functions, accountabilities and related duties/tasks:	• Deliver 24/7 emergency information and communication services to UNICEF personnel and offices worldwide, ensuring timeliness, accuracy, and operational relevance. • Produce high-quality information products and data visualizations to support OPSCEN's crisis communication and coordination functions, enabling informed decision-making by senior leadership. • Contribute to the smooth functioning and continuous improvement of OPSCEN's internal operations and workflows. • Demonstrate strong client service orientation and professional communication skills. Specific duties: 1. Deliver quality and timely 24/7 emergency information and communication services to UNICEF offices and personnel globally: a. Monitor global media, emergency and security platforms, as well as alert systems to detect and assess events with potential humanitarian or security implications for UNICEF operations and personnel. b. Issue timely and accurate real-time information products and updates (e.g. alerts, media and situation briefs, etc.) on unfolding or critical incidents/events to relevant stakeholders at UNICEF country, regional, and HQ levels. c. Produce and disseminate regular media monitoring products, emergency briefs, and data visualization products (e.g. maps, infographics). d. Support the Information Management Officer in ensuring effective knowledge management, dissemination, and archiving of emergency and security information and data -e.g. UNICEF Humanitarian Situation Reports (SitReps), including uploads to UNICEF's public website through the Drupal platform and archiving them in SharePoint. 2. Contribute to the optimization of OPSCEN's crisis communication and emergency coordination services: a. Provide immediate, 24/7 emergency assistance to UNICEF offices and personnel globally, via phone, email and other communication methods, including referral to appropriate focal points for further support and ensuring timely follow up. b. Following a critical emergency or security event, coordinate with field-based security professionals or focal points to verify the safety of UNICEF staff and dependents, ensuring appropriate follow-up by relevant teams. c. Coordinate emergency management team meetings by scheduling sessions, sending invitations and agendas, distributing supporting materials, and facilitating videoconferences in coordination with IT. Upon activation by the UNICEF Crisis Management Team, implement business continuity procedures to ensure the uninterrupted functioning of OPSCEN. This includes issuing timely crisis communications and leadership notifications, as well as activating the Emergency Notification System (ENS) to keep personnel informed.

3. Support the quality and continuity of OPSCEN's internal daily operations:

a. Maintain and update internal databases and emergency mailing/distribution lists, in coordination with the Information Management Officer.
b. Assist OPSCEN leadership and team members in developing and implementing the quarterly Emergency Watch Associate rotational shift schedule to ensure uninterrupted 24/7 coverage and services.
c. Support the OPSCEN management team in the onboarding and training of new staff, consultants, or volunteers on the Watch functions, as needed.
d. Contribute to strengthening internal operational efficiency by participating in team knowledge-sharing activities, including the documentation of operational best practices and lessons learned.
e. Support the OPSCEN management in briefings by joining presentations and providing contextual input on OPSCEN's role, functions and services to internal and external stakeholders, as required.

4. Demonstrate client service orientation and professional communication skills:
a) Demonstrate strong client service orientation and professional communication skills, recognizing OPSCEN's role as a central organizational focal point.
b) Engage effectively with diverse stakeholders across headquarters, regional, and country offices, including senior leadership, to ensure clear, responsive, and tailored information delivery.

Impact of Results:

The Programme Associate (Emergency Operations Center) proactively facilitates and relays timely, high-quality communication between headquarters, regional, and country offices in response to critical emergency situations and security events. By actively monitoring, alerting, and ensuring adherence to quality standards, the incumbent directly contributes to the speed and effectiveness of UNICEF's humanitarian action for children in emergencies.

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

Competencies and level of proficiency required:	Core Values: Care Respect Integrity Trust Accountability Sustainability Core Competencies: Demonstrates self-awareness and ethical awareness (1) Works collaboratively with others (1) Builds and maintains partnership (1) Innovates and embraces change (1) Thinks and acts strategically (1) Drive to achieve results for impact (1) Manages ambiguity and complexity (1)
Recruitment Qualifications:	Education requirement: Completion of secondary education. Experience required: A minimum of six years of relevant administrative or clerical work experience is required, preferably supplemented by technical or university courses related to the work of the organization. Experience in related functional areas such as Information, Media & Public Relations Support; Protective & Security Services; Executive, Secretarial & Office Support is an asset. Prior experience in an emergency or security operations center is a strong asset. The incumbent should demonstrate the following technical competencies, which are considered strong assets for this role: 1. Client oriented communication skills, with the ability to engage professionally and tailor messaging for diverse audiences, including senior leadership. 2. Real time monitoring platforms expertise, including interpreting humanitarian data and information to support timely situational updates, alerts, and escalations. 3. Ability to assess and synthesize complex information into high quality, digestible written products (e.g., alerts, situation reports, briefs) in English under tight deadlines, ensuring clear and timely internal communications during crises. 4. Foundational proficiency in data visualization tools (e.g., Power BI, Esri ArcGIS, Google Earth Pro) to create clear visuals such as basic maps, charts, and infographics, that support situational awareness, operational analysis, and informed decision making in emergency contexts. 5. Familiarity with digital dashboards and emergency coordination platforms, and the agility to adapt quickly to evolving technologies that support global emergency operations. Language Requirements: Fluency in English is required. Proficiency in another official UN language (Arabic, Chinese, French, Russian or Spanish) is highly desirable.
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:
Approval_management.pdf
OLD OPSCEN Programme Associate G6 - Revised JD_29 Sep 2020.docx
OSC organigram.pptx
Programme Associate Emergency operation center G6 - Revised JD_20250814 with change tracks v090925.docx

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