Classified Job Descriptions

Job Description Type:	Specific Job Description	Region:	HQ
Category:	GS (General Services)	Country:	United States of America
Reason for Classification:	Upgrade	Duty Station:	Kenya
Level:	G-7	Office:	Global Programme Division
Title:	Senior Operations Associate	Section:	Strategic Operations
Title Information in Parenthesis:		Unit:	
CCOG Code:	2P	Case Number:	
UNICEF Code:	OPE	Post Number:	00124455
		Classified Date:	11/10/2026

Organizational Context:

The Global Programme Division (GPD) plays a central role in driving programme excellence across UNICEF. It provides global strategic leadership and policy direction, develops and monitors frameworks and standards, and ensures coherence and alignment across sectors, regions and partners. GPD generates high-impact, evidence-based solutions and serves as a hub of specialized expertise, offering technical guidance on policy reform and scalable programming.

GPD leads UNICEF's policies, standards and negotiations for programme, ensuring the organization's assets and priorities are aligned with and contribute to child development goals. In addition, GPD strengthens country-level implementation through integrated technical support, linking global policy with on-the-ground action to deliver results for children at scale.

As part of this structure, UNICEF has established Centres of Excellence (CoEs) to provide high-quality, demand-driven technical assistance to Country and Regional Offices, and their governments and partners. Located strategically in Nairobi, Panama, Amman and Bangkok, the CoEs bring together cross-cutting expertise across time zones. Global Programme Practices in CoEs function as a single point of entry for support, delivering tailored assistance in priority areas such as policy reform in matters that advance the wellbeing of children, at-scale programme design, public finance, workforce development and institutional strengthening, and timely humanitarian response while promoting resilient development. In so doing, the CoEs also contribute to global policy standards ensuring that UNICEF's support is grounded in practical knowledge.

Job Organizational Context
This position reports to the Chief, Strategic Operations, Nairobi, and works in close coordination with the CoE Coordinator/Manager in support of the CoE Director's location leadership responsibilities. The position serves as a key operational focal point within the Nairobi Centre of Excellence, supporting an operational environment serving more than 200 personnel and multiple programme teams and associated units. The incumbent facilitates coordination across a broad range of stakeholders, including Programme teams, Common Services Centres (CSCs), Finance, Supply, Human Resources, GSSC and other service providers, to support the effective delivery of operational services. Through regular engagement with stakeholders, the Senior Operations Associate monitors operational requirements, identifies service-delivery challenges and bottlenecks, supports the coordination of solutions within established policies and procedures, and contributes to the efficient functioning of the Nairobi CoE and supported units.

Purpose of the Job:	Under the supervision and guidance of the supervisor, the Senior Operations Associate provides specialized operational coordination, risk-informed analysis and business support services to the Nairobi Centre of Excellence (CoE) and supported units. The incumbent reviews operational and business processes, monitors transactions and operational workflows for efficiency, compliance and value for money, and identifies operational risks, bottlenecks and opportunities for improvement. The position supports the implementation of Results-Based Management approaches by contributing to effective operational planning, monitoring and service delivery, while facilitating the timely processing of operational transactions and the consistent application of UNICEF policies, procedures and internal controls. Working closely with Common Services Centres (CSCs), GSSC, service providers and internal stakeholders, the incumbent maintains effective working relationships and supports the coordination of operational services for a large, multi-functional office environment. The Senior Operations Associate also contributes to operational capacity-building, knowledge sharing and process improvement initiatives, with a focus on strengthening organizational effectiveness across the core pillars of People, Money, Risk Management, Systems and Partners.
Key functions, accountabilities and related duties/tasks:	1. Operational Coordination and Service Delivery - Undertake a broad range of specialized operational support functions to facilitate the effective functioning of the Nairobi Centre of Excellence (CoE) and other supported units, ensuring efficient, client-oriented and cost-effective service delivery. - Serve as a key operational focal point between CoE teams, Common Services Centres (CSCs), GSSC, Strategic Operations, Finance, Supply, Human Resources, ICT, and other service providers to facilitate timely resolution of operational issues and bottlenecks. - Monitor operational service requests, workflows and follow-up actions, ensuring alignment with UNICEF policies, procedures and service standards. - Support effective operational coordination across CoE teams and associated units by facilitating communication, monitoring progress and ensuring timely escalation of complex or non-routine operational matters. 2. Budget, Financial Monitoring and Value for Money - Monitor budgets, expenditures and operational resource utilization, ensuring compliance with UNICEF financial rules and regulations, and keeping supervisors informed of issues requiring attention, decision or follow-up. - Support the review, analysis, preparation and revision of budget plans, forecasts and resource requirements for the Nairobi CoE and supported units. - Prepare supporting documentation, narrative inputs and analytical reports for budget planning exercises, resource reviews and operational decision-making. - Monitor expenditures against approved budgets and identify variances, trends, funding gaps or resource pressures requiring management attention. - Analyze operational and financial information and prepare regular and ad hoc reports, dashboards and management information to support evidence-based decision-making and value for money. - Maintain financial and operational monitoring systems, trackers and records to support accountability, transparency and effective oversight of resources. 3. Risk Management, Compliance and Internal Controls - Support the implementation and monitoring of operational risk management and internal control measures across CoE operational processes. - Review transactions, documentation and operational workflows to promote compliance, efficiency and consistency with UNICEF policies and procedures. - Identify recurring issues, process bottlenecks, control weaknesses and operational risks, and recommend practical solutions and improvements. - Contribute to audit responses, management reviews and follow-up actions by compiling data, documentation and status updates. - Support month-end and year-end operational reviews, monitoring open actions, commitments, reconciliations and related operational closures as required. 4. Operations Systems, Reporting and Business Process Improvement - Design, maintain and enhance operational monitoring tools, reports and dashboards to improve visibility of service delivery, operational performance and resource utilization. - Collect, verify, analyze and consolidate operational information from multiple sources, ensuring data quality and accuracy.

- Support Results-Based Management by monitoring agreed indicators, tracking operational performance and providing analysis to support planning and decision-making.
- Document operational processes, lessons learned and good practices, and contribute to continuous business process improvement initiatives.
- Collaborate with stakeholders to strengthen operational systems, simplify processes and improve service efficiency and user experience.

5. People, Learning and Capacity Building
- Provide procedural guidance and operational support to programme and administrative support personnel across the Nairobi CoE and supported units.
- Develop and deliver operational orientation sessions, guidance materials and capacity-building activities to strengthen understanding of operational processes, systems and controls.
- Support staff engagement, onboarding and operational learning initiatives to encourage effective and compliant business processes.
- Promote knowledge sharing and operational best practices across teams and service providers.

6. Partnerships and Stakeholder Coordination
- Establish and maintain effective working relationships with CSCs, GSSC, host office counterparts, other UN agencies, implementing partners and service providers on operational matters.
- Facilitate information exchange, collaboration and coordination on common operational issues affecting CoE personnel and supported units.
- Contribute to common-services initiatives and operational harmonization efforts where applicable.
- Coordinate operational aspects of visits, workshops, meetings and special initiatives requiring multi-stakeholder support.

Impact of Results:

Incumbent drives the efficiency and effectiveness of the office by expertly managing the full spectrum of operational activities. This meticulous support ensures the smooth operation of key processes, directly contributing to enhanced overall performance and the successful implementation of project and programme activities. This function ensures that the different teams are coordinated on operational matters and respond as one entity while maintaining their autonomous in program delivery. Timely response on operational issues, adequate coordination among teams and smooth relations with local CSCs is a key result of the position.

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 partnerships (1) Innovates and embraces change (1) Thinks and acts strategically (1) Drive to achieve impactful results (1) Manages ambiguity and complexity (1)
Recruitment Qualifications:	Education requirement: Completion of secondary education is required. Professional and/or university courses related to the field of work are highly desirable. A professional certification from a recognized professional institution (such as ACCA, CPA, CMA etc.) is an asset. Experience required: Minimum seven years of operational support, budget support, finance and accounting work experience, operations coordination, administrative/logistics support, and stakeholder engagement is required. Desirables: Operations coordination across multi-functional teams Procurement and contract management processes Event and logistics coordination Experience working with shared service centres (CSCs/GSSC) Exposure to results-based management or business process improvement frameworks Experience in UN or international organizations Assets: Professional certification in finance or accounting (ACCA, CPA, CMA) Experience supporting senior management/executive offices Prior experience in Centres of Excellence or multi-location teams Familiarity with ERP systems (e.g., SAP/UNICEF systems) Experience in emergency or surge operational support environments Language requirements: Fluency in English is required. Knowledge of another official UN language (Arabic, Chinese, French, Russian or Spanish) or local language of the duty station is considered 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	No

communication will not be moderated and relayed by another person?:	
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:	

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