GENERIC JOB PROFILE

I. Post Information

Job Title: Operations Officer Supervisor Title/ Level: Chief of Field Office, P5 Organizational Unit: Operations Section Post Location: Pemba, Mozambique	Job Level: NO-2 Job Profile No.: 118118 CCOG Code: 1A12 Functional Code: OPE Job Classification Level: NO-2

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:

The Operations function is a strategic Business Partner role, assuring the best use of UNICEF assets in alignment with sound management practices, office priorities and goals to deliver results for children.

The Generic Job Profile for an Operations Officer NO2 level can be used in UNICEF field offices, reporting to the Chief of Field Office at P5 level.

Purpose of the job *(Please outline the overall responsibility of this position)*

As a Strategic Business Partner, the incumbent will be accountable for operations functions, facilitate change, provide risk informed, solution-focused analysis, advice and services and contribute to programme and management decisions for delivering results for children in specific operational contexts. Operations Officer will accomplish this by:

- Facilitating services in the functional areas of operations support: budget, financial management and reporting, facilities management, administration, supply and logistics management, information and communications technology, human resources, and safety and security;
- Supporting the line manager to implement career development, opportunities for staff;
- Acting as member of relevant Senior Management Teams, representing the organizational risks, governance systems and policies, and supporting results based management.
- Understanding business needs for the office, to propose viable solutions aimed at value for money.
- Providing contribution to CPD, CPMP, AMP and support to Results Based Management and implementation using Value for Money criteria.
- Supporting the fundamentals of ICT management, information security and controls;
- Supporting supply and logistics strategies and interventions to meet programmatic needs while ensuring Value for Money (VfM), including procurement of fit for purpose products and services.
- Providing regular feedback on risks and achievements of operations functions in the office;
- Supporting the management of office premises and facilities with a specific focus on inclusive accessibility, eco sustainability and common premises;
- Supporting the country office during external and internal audit reviews, contributing with audit observations and monitoring implementation of recommendations.
- Facilitating business transactions processed by GSSC from a perspective of Efficiency, Performance, Risk Management and Fraud prevention
- Supporting the management of PSFR operations, where applicable.

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 eco-efficiency and inclusivity, common premises, costing, results-based budgeting financial monitoring etc.
- Support the financial oversight management, monitoring and reporting of all the country programme budget- and where applicable private sector fundraising budgets; make analysis and recommendations as needed.
- Support implementation of various modalities of valuing resources through financing modalities such as budgeting and pre-financing modalities for supplies, cash-based transfer etc.
- Implement Supply plan for the office and stay abreast of the regional strategies.

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 testing of business continuity plans 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.

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.
- Provide contribution to CPMP and review operational structures in collaboration with Regional Chiefs of Operations and the Strategic Business Support unit in DFAM.

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

- Provide technical support and recommendations on HACT implementation, including, advice approach to undertaking spot checks, follow-up actions required on result of financial assurance activities.
- Support UNICEF Office resource mobilization partners from donor negotiation and formulation of partnership agreements and contracts through written financial reporting, resolve discrepancies and ensure donor accountability and transparency.
- Contribute to UNICEF Office resource mobilization through programme proposals, written financial reporting, and analysis of discrepancies.
- Contribute to developing private sector partnerships especially in middle income countries.
- Engage as stakeholders in the UN Reform, facilitating Business Operating Services (BOS) and proactively paving the way for a potential "one back office" in country offices.

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 ability of the Operations Officer to effectively support the operations functions for the efficient delivery of related services, directly impact on program performance, resource mobilization and delivery of results for children. This in turn contributes to maintaining/enhancing the credibility of UNICEF as an effective and responsible manager of funds and resources entrusted to the organization and to furthering UNICEF's image as a competent organization for delivering cost effective and sustainable program results in regular and emergency settings.

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) <u>Core Values</u>

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

Other skills

- Emotional Intelligence
- Managing complexity and change

ii) <u>Core Competencies (For Staff with Supervisory Responsibilities)</u> *

- 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)

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 professional license from internationally recognized institutions is an asset.
Experience:	A minimum of 2 years of professional experience, at the national and/or international level, is required, specifically 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. 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. Prior experience working with or in the private sector, and supporting private sector fundraising, is an asset Experience in working with corporate ERPs (Enterprise Resource Planning) and IPSAS (International Public Sector Accounting Standards) is highly desirable. Understanding of Results Based Management is a requirement. Experience in supporting successful client-oriented work units is an asset. Familiarity with Microsoft Office applications is required.
Language Requirements:	Fluency in English and Portuguese is required. Knowledge of another official UN language (Arabic, Chinese, French, Russian or Spanish) or a local language is an asset.