GENERIC JOB PROFILE

I. Post Information

Job Title: **Deputy Representative, Operations**	Job Level: **P-5**
Supervisor Title/ Level: **Head of Office**	Job Profile No.: 1379
Organizational Unit: **Operations**	CCOG Code: 1A12
Post Location: **Country Office/ Division**	Functional Code: OPE
	Job Classification Level: P-5

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. In fragile and humanitarian contexts, UNICEF action is guided by its global Policy and Framework for humanitarian action: Where humanitarian clusters are activated, UNICEF is accountable to fulfill its responsibilities as Cluster Lead Agency (CLA) for Nutrition, WASH, Education (co-lead with Save the Children), and Child Protection Area of Responsibility (CP AoR) within the Protection Cluster.

Strategic office context:

The Operations function supports the Head of the Office on managing the office and monitoring operations and programmes as needed, while providing advice on best and innovative management practices to enhance office performance. The function is a strategic Business Partner role within the Senior Management team, 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 a Deputy Representative, Operations, at the P5 level, can be used in a large UNICEF country office typically reporting to the Head of Office at D2/D1 level for general supervision and management.

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

As a Strategic Business Partner and Deputy for the Head of Office, the incumbent will be responsible to lead for results, drive change, provide risk informed, solution-focused analysis, advice and services and contribute to programme and management decisions for delivering results for children in all operational contexts.

Strategic Operations will accomplish this by:

- Leading by example and supporting the Head of Office on managing the office;
- Acting as Officer in Charge in the absence of the Head of Office;
- Managing services in the functional areas of operations support: budget, financial management and reporting, facilities management, administration, supply and logistics management, information and communications technology, and safety and security and convening the other functions to arrive at a unified vision;
- Ensuring processes are in place to identify, promote and empower the potential in staff through career development, opportunities for stretch assignments and succession planning;
- Acting as member of the Country and Senior Management Teams, representing the organizational risk, governance systems and policies perspective in management discussions, and promoting results based management.
- Understanding business needs for the Country Programme, to anticipate challenges, propose viable solutions, provide creative and innovative ideas aimed at a solution- focused approach to include value for money strategies, all underpinned by quality assurance measures;
- Providing key contribution to CPD, CPMP, AMP and support to Results Based Management and implementation using Value for Money criteria;
- Leveraging technology for results and programme accountabilities, making effective adoption of tools and promoting the fundamentals of ICT management, information security and controls;
- Supporting the country office during external and internal audit reviews and responding to audit observations and monitoring implementation of recommendations.;
- Guiding 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, and providing advisory support to governments, national systems and partners on supply chain management;
- Leveraging governance, systems, and tools to provide regular feedback on risks and achievements of operations functions in the country;
- Leading on facility management with a specific focus on inclusive accessibility, eco sustainability and common premises;
- Overseeing business transactions processed by GSSC from a perspective of Efficiency, Performance, Risk Management and Fraud prevention;
- Supporting the management of PSFR operations and promoting efficiency across systems and processes, where applicable;
- In fragile context and humanitarian contexts, ensure that UNICEF offices are fit for purpose to enable the timely delivery of humanitarian assistance by UNICEF and its partners - in compliance with the commitments and standards enshrined in the Core Commitments for Children in Humanitarian Action - and of its role as CLA (where clusters are activated). This includes ensuring the mandatory use and application of the Emergency Procedures, as applicable.

The Deputy Representative, Operations 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: Lead, manage and develop people resources to promote technical competence and foster career progression and retention of a "fit for purpose"/ agile workforce within the operations function.

- Promote an environment of management excellence, staff well-being and accessibility and inclusion through implementation of strategies, policies, procedures.

- Provide proactive solutions and expert advice to senior management on people management and office culture.
- Foster operations behaviors that focus on delivering results for children, whilst balancing risk informed decisions, policy compliance and flexibility through which partners' needs are reliably addressed, to create an avenue for the greatest results.
- Coordinate the human resource development and resourcing strategies to bring about changes in knowledge, skills, abilities and mind sets for Operations staff.
- Keep abreast of industry standards in management and finance. Institutionalize and share best practices and knowledge learned with global/regional colleagues to contribute to organizational development initiatives to strengthen management and operations.
- Promote and support Excellence in Operations by refining the evolving profession in UNICEF derived from the five strategic pillars.

Valuing Money: Champion strategic resources to achieve organizational goals and ensure Value for Money (VfM)

- Optimize 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.
- Educate Business Units on their role in generating and reporting on VfM with the goal of strategically expanding its use to major UNICEF functions.
- Lead the financial oversight management, monitoring and reporting of all the country programme budget - and where applicable private sector fundraising budgets; make analysis and recommendations for Representative's and Deputy Representative's to take risk informed decisions.
- Advise and lead in the valuing of resources through programme financing modalities such as budgeting and pre-financing modalities for supplies, cash-based transfer etc. along with key government counterparts
- Oversee Supply outcome results related to Supply and Logistics Management and stay abreast of and promote the global strategies and their implementation.

Valuing Risk Management: Enhance Risk Management to increase organizational performance and strengthen internal control

- Ensure the office is equipped with the right skills and tools and 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.
- Maintain UNICEF organizational resilience and enhance staff safety and security by ensuring operational disaster risks address threats through well-formulated and tested business continuity plans, and Emergency Preparedness and Response to humanitarian situations.
- Review internal controls and policies/guidance included in the Regulatory Framework, provide oversight of appropriate implementation of policies and procedures and provide feedback on policy and internal controls as appropriate.
- Identify and implement mandatory anti-fraud systems, processes and actions, and share anti-fraud achievements within the country offices.
- Facilitate mitigation of risks of engagement with external partners via appropriate, risk-informed due diligence.
- Serve as Country Security Focal Point in duty stations without a UNICEF Security Adviser.
- Leadership promotes a culture that aligns with the organisation's standards of conduct. Complaint and feedback mechanisms are in place and accessible to affected populations and external stakeholders.
- Ensures Duty of care measures are in place for all UNICEF personnel, and that they receive information on available care/support as needed.

- Staff are provided with adequate resources, office space, equipment, transportation, accommodation, security and logistics support which meet the duty of care principles and facilitate the delivery of programmes

Valuing Systems and Structures: Ensure further operational centralization and optimization for maximized efficiency gains

- Review key Operations processes to minimize cost, simplify and reduce duplication of work and maximize efficiencies while creating an environment of smarter controls to render the organization agile, resilient and ready to respond to programme needs.
- Facilitate compliance with systems by building awareness and capacity of users explore new ways of working - including in the context of SG Reform – and continuously improve IT-enabled business processes to increase productivity and collaboration, better knowledge management, and ensure effective use of UNICEF assets.
- Provide key 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 expertise and recommendations on HACT implementation, including, advice approach to undertaking spot checks, follow-up actions required on result of financial assurance activities; the use and collaboration with the Supreme Audit Institution; and use of micro-assessment results including the appropriate level of capacity building in financial management.
- Partner with Programme by providing advice and recommendations on programme budgeting through involvement in programme document and support the financial impact analysis and determination of refund and amounts owing to the CSO
- 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.
- Foster a positive and enabling operations environment that supports private sector fundraising and solution-focused engagement (where applicable).
- Engage as effective stakeholders in the UN Reform, supporting 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 Deputy Representative, Operations to effectively lead, and oversee 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 Deputy Representative, Operations to comprehensively and timely identify, assess, mitigate, monitor, review and report 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. Child Safeguarding

Child safeguarding involves proactive measures to limit direct and indirect collateral risks of harm to children, arising from UNICEF's work, UNICEF personnel or UNICEF associates. The risks may include those associated with: physical violence (including corporal punishment); sexual violence, exploitation or abuse; emotional and verbal abuse; economic exploitation; failure to provide for physical or psychological safety; neglect of physical, emotional or psychological needs; harmful cultural practices; and privacy violations.

The incumbent to this role is expected to have special responsibilities in managing child safeguarding risks and in taking appropriate measures to prevent any harm to children. The role has the potential to particularly affect children, (i) because the incumbent will be working closely with children; (ii) with their data; (iii) because the children's background or situation make them vulnerable; or (iv) the role may entail responsibilities in reporting and responding to child safeguarding concerns. **The position is considered as an "elevated risk role" and the appointee will be subject to a more rigorous vetting and training.**

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

i) <u>Core Values</u>

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

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

- Nurtures, Leads and Manages People (3)
- Demonstrates Self Awareness and Ethical Awareness (3)
- Works Collaboratively with others (3)
- Builds and Maintains Partnerships (3)
- Innovates and Embraces Change (3)
- Thinks and Acts Strategically (3)
- Drive to achieve impactful results (3)
- Manages ambiguity and complexity (3)

*****The 7 core competencies are applicable to all employees. However, the competency Nurtures, Leads and Manages people is only applicable to staff who supervise others.

iii. Additional Skills for Humanitarian Leaders

- Emotional Intelligence
- Negotiation skills
- Risk-taking ability
- Soft skills required in sensitive political settings
- Works well under pressure in high threat environments

VI. Recruitment Qualifications

Education:	An Advanced University Degree (Master's and above) 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, Project management, etc.) or a full professional accounting designation (CA, ACA, ACCA, CPA, CIMA, CPFA, Expert Comptable) from an internationally recognized institute/body of accountancy with valid membership in good standing is required.
Experience:	A minimum of 10 years of professional experience, at the national and international level, is required, specifically in advocating and implementing strategic organizational initiatives in one or more operations management area including budget; financial management and reporting; facilities management; administration; supply and logistics management; information and communication technology; human resources. Experience in humanitarian settings is strongly desired. Prior experience in the development sector or UN system/ international NGOs would be an asset. For country offices with a significant private sector fundraising operation, prior experience working with or in the private sector, and supporting private sector fundraising, is desirable Additional experience in one or more of the following areas, would be desired: • Audit and investigations • Safety and security • Grant Management • Enterprise Risk Management 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. Experience in working with corporate ERPs (Enterprise Resource Planning) and IPSAS (International Public Sector Accounting Standards) is highly desirable. Experience in Results Based Management is a requirement. Experience in managing successful client-oriented work units is an asset. Experience in co-creating policy is desirable. Prior experience working with diverse stakeholder groups or multi-stakeholder partnership is highly desirable. Previous hands-on experience in strategic and managerial leadership is required. Familiarity with Microsoft Office applications is required.

Language Requirements:	Fluency in English is required. Knowledge of another official UN language (Arabic, Chinese, French, Russian or Spanish) or a local language is an asset.