VACANCY NO: Job ID 2099

CLOSING DATE: 9 November 2012

POST TITLE: International Operations Manager

CATEGORY: ICS-11 (P-4)

POST NUMBER: 60500

DUTY STATION: Port-au-Prince, Haiti

POST TYPE: Rotational

DURATION: One year (renewable) [i]

ORGANIZATIONAL UNIT: Latin America/ Caribbean Region

ORGANIZATIONAL LOCATION:

Under the guidance and direct supervision of the Representative, the Operations Manager acts as an advisor to CO Management on all aspects of the Country Office (CO) management and operations. The Operations Manager is responsible for strategic financial and human resources management, efficient procurement and logistical services, and ICT and consistency with UNFPA rules and regulations. The Operations Manager ensures consistent services delivery to CO. The incumbent sets policies and methods to maximize the CO performance in operations demonstrating capacity for innovation and creativity and providing advice to CO Management on readjustment of the operations to take into account changes in the operating environment as and when needed.

The Operations Manager leads and guides the CO Operations Team and fosters collaboration within the team consistent with rules and a client-oriented approach. The Operations Manager works in close collaboration with programme and project teams in the CO, operations staff, UNFPA HQs staff and Government officials to successfully deliver operations services. The Operations Manager is a member of and represents UNFPA in the UN Country level Operations management team for Haiti.

JOB PURPOSE:

Summary of Key Functions:

- Ensuring strategic direction of operations
- Financial resources management and supervision of the Operations team

- Human Resources Management
- Efficient procurement and logistical services
- Information and communication management
- Management and establishment of partnerships with UNDP and other UN Agencies

MAJOR ACTIVITIES/EXPECTED RESULTS:

As a member of the CO management team, ensures ***the strategic direction of operations*** focusing on achievement of the following results:

- Compliance of operations with UN/UNFPA rules, regulations and policies, implementation of corporate operational strategies, establishment of management targets (BSC) and monitoring achievement of results.
- Provision of advice on strategies, policies and plans affecting CO operations, delivery of practice advisory, knowledge and learning services.
- Establishment of collaborative arrangements with potential partners, a Client Relationship Management System for resource mobilization purposes and appropriate operational partnership arrangements.
- CO business processes mapping and establishment of internal Standard Operating Procedures in Finance, Human Resources Management, Procurement, Logistical and ICT services, Results Management.
- Constant monitoring and analysis of the operating environment, quick readjustment of the operations, advice on legal considerations and risk assessment.
- Knowledge building and sharing with regards to management and operations in the CO, organization of the operations staff trainings, synthesis of lessons learnt/best practices, and sound contributions to UNFPA knowledge networks and communities of practice
- Timely follow-up on all audit observation recommendations implementation related to the operations and finance
- Provision of guidance to the programme section of staff on organization of financial and administrative aspects of programme implementation, organization of required systems and support for effective direct and national execution of projects, maintenance of adequate controls over management of OFA, advances and implementation partners audit follow-up
- As a member of the Operations Management team ensures overall compliance of the UNFPA administration processes with the practices of the UN OMT in Haiti, within this context assures UNFPA active participation in interagency HACT process, participation in the macro- and micro assessments and implementation of the HACT tools in office operations.

Ensures effective and accurate ***financial resources management and supervision of the Finance team*** focusing on achievement of the following results:

- Proper planning, expenditures tracking and audit of financial resources in accordance with UNFPA rules and regulations, OM performing the function of Manager Level 2 in Atlas for vouchers and replenishments approval

- Management of cost-recovery system Accurate planning, forecasting and reporting of budget expenditures of all sources of funds.

- Proper management of the contributions management business process and accounting for contributions to ensure that the outstanding balance is properly identified, consistently and uniformly classified, recorded on a timely basis and received with sufficient supporting documentation.

- Organization and oversight of CO cash management processes, risk assessment, timely accounting and reconciliation of all transactions, security for cash assets on site.

- Member of the CO bank signatory panel.

- Monitors financial exception reports for unusual activities, transactions, and investigates anomalies or unusual transactions. Informs supervisors and other UNFPA staff at Headquarters of the results of the investigation when satisfactory answers are not obtained and ensure that all financial transactions are identified, recorded and verified in compliance with IPSAS as outlined in the corporate policies and procedures.

Ensures strategic ***human resources management*** focusing on achievement of the following results:

- CO compliance with corporate human resources policies and strategies.

- Optimal staffing of the office and projects.

- Oversight of recruitment processes and performance management systems ensuring link of job design with recruitment, performance management and career development.

Ensures ***efficient procurement and logistical services management*** focusing on achievement of the following results:

- CO compliance with corporate rules and regulations in the field and management of the CO procurement strategies including sourcing strategy, supplier selection and evaluation, quality management, customer relationship management, e-procurement promotion and introduction, performance measurement.

- Management of the CO contract strategy including tendering processes and evaluation, managing the contract and contractor, legal implications. Oversight of procurement processes and logistical services in accordance with UNFPA rules and regulations, OM acting as Manager Level 2 in Atlas for Purchase orders approvals.

- Proper management of UNFPA assets, facilities and logistical services, including full compliance with IPSAS in the accounting for the procurement, utilization and disposal of the CO's assets.

Ensures forward-looking ***information and communication management*** **and supervision of ICT team** focusing on achievement of the following results:

- Maintains a secure, reliable infrastructure environment for ICT and adequately plans for disasters and recoveries

- Use of Atlas functionality for improved business results and improved client services.

- Identification of opportunities and ways of converting business processes into web-based systems to address the issues of efficiency and full accountability.

- Promotion of different systems and applications for optimal content management, knowledge sharing, information provision and learning including e-registry, web-based office management system, etc.

Management and establishment of partnerships with UNDP and other UN Agencies

Work Relations:

The key results have an impact on the overall economy, efficiency, and effectiveness of CO operations as it relates to the use of corporate resources in the following areas:

- Financial services

- Human Resources

- Procurement and logistical services

- ICT

- Programme Management Support and Services & Coordination with UNDP

- Implementing partners of the Country programme with regard to HACT implementation, advance management and audit follow-up

JOB REQUIREMENTS:

Education:

Master's Degree or equivalent in Business Administration, Public Administration, Finance, Economics or related field.

Knowledge and Experience:

7 years of relevant experience at the national and international level in providing management advisory services and/or managing staff and operational systems and establishing inter-relationships among international organization and national governments. Experience in the usage of computers and office software packages, experience in handling of web based management systems and ERP systems, preferably PeopleSoft.

Experience of accrual accounting, IPSAS or IFRS is highly desirable.

Languages:

Fluency in French and working knowledge of English. Working knowledge of Spanish is desirable.

CORE COMPETENCIES:

- Values/Guiding Principles
- Developing People
- Personal Leadership and Effectiveness
- Building and Managing Relationships

FUNCTIONAL COMPETENCIES:

Business acumen – basic design and project management – analyzes the operational environment and identifies issues, opportunities and risk factors to identify the most desirable course of action;

mplementing management systems – designing and implementing management systems;

nnovation and marketing of new approaches – developing new approaches – creates an environment that fosters innovation and innovative thinking;

Client orientation – contributing to positive outcomes for the client – provides service beyond the client's expectations by seeking information about the real, underlying needs of the client;

Organizational awareness – applying systematic thinking and using sound judgment – demonstrates a capacity for 'systemic thinking' – i.e. understands the structure and hierarchy of UNFPA, process flows through the organization, products and services and their measures of effectiveness, ways in which decisions are made, attributes and perceptions of staff and clients and the interrelationship between these components;

Job knowledge / technical expertise – continuously seeks new and improved methods and systems for accomplishing the work of the unit.

UNFPA provides a work environment that reflects the values of gender equality, teamwork, respect for diversity, integrity and a healthy balance of work and life. We are committed to maintaining our balanced gender distribution and therefore encourage women to apply.

We offer an attractive remuneration package commensurate with the level of the position. The package includes a competitive net salary plus cost of living adjustment, housing allowance, home leave, health insurance and other benefits.

HOW TO APPLY:

UNFPA has established an electronic application management system. This allows applicants to create a candidate profile, which can be updated regularly and submitted for more than one vacancy.

Download the Step by Step Guide to Applying in the E-Recruit System of UNFPA at http://www.unfpa.org/employment/application_guide.doc.

Please print out the Guide for your reference during the registration and application process.

Notice: There is no application, processing or other fee at any stage of the application process. UNFPA does not solicit or screen for information in respect of HIV or AIDS and does not discriminate on the basis of HIV/AIDS status.

UNFPA reserves the right to appoint prior to closing date.

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[i] No expectancy of renewal in accordance with UN Staff Regulations 4.5