

OPERATIONS MANAGER - 01 VACANCY - UNIFEM Brasília.

Location :	Brasilia, BRAZIL
Category of advertisement	Internal and External - Level 1,2,3,4. ¹
Application Deadline :	29 March 2010
Type of Contract :	Fixed Term Appointment
Languages Required :	Portuguese, English and Spanish
Supervisor:	UNIFEM Representative, BSC CO
Reports to	UNIFEM RPD Brazil and Southern Cone
Starting Date : (date when the selected candidate is expected to start)	Immediately
Duration of Initial Contract :	One year (with possibility of extension)

Background

Under the guidance of the **UNIFEM Representative**, the Operations Manager acts as an advisor to Senior Management on all aspects of the subregional office management and operations. This includes strategic financial and human resources management, efficient procurement and logistical services, ICT and common services consistent with UNIFEM rules and regulations. The main role is to lead the operations, ensuring smooth functioning of the office/ programmes/ projects operations, consistent services delivery and constant evaluation and readjustment of the operations to take into account changes in the operating environment as and when needed.

The Operations Manager leads and guides the Operations Team and fosters collaboration within the team, with programme staff and with other UN Agencies. The Operations Manager works in close collaboration with programme and project teams, operations staff in other UN Agencies, UNIFEM HQs staff and Government officials to successfully deliver operations services.

Duties and Responsibilities

Summary of Key Functions:

- Ensuring strategic direction of operations
- Financial resources management and supervision of the Finance team
- Human Resources Management and supervision of the HR team
- Efficient procurement and logistical services and supervision of the Procurement team

¹ Level 1 - "Internal" open to internal UNIFEM candidates (i.e. PA/CA UNIFEM staff members and UNIFEM FTA holders whose selection was reviewed by an Advisory Body (APB/APP, or CRB/CRP);

Level 2 – "UNIFEM" with staff contracts: open to all Level 1 category staff as well as UNIFEM FTA holders whose selection was not reviewed by an Advisory Body (APB/APP, or CRB/CRP), JPOs with an EOD before 1 July 2009, and ALD-3s and above;

Level 3 – "UN Common System": open to all Level 1 and 2 staff as well as holders of PA/CA/FTA of entities of the UN Common System;

Level 4 – "External": open to all Level 1, 2 and 3 staff as well as UNIFEM TA holders and any other external candidate (including SSAs, SCs and UNVs).

- Information and communication management and supervision of ICT Assistant
- Common services organization and management, establishment of partnerships with other UN Agencies

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

- Full compliance of operations with UNIFEM rules, regulations and policies, implementation of corporate operational strategies, establishment of management targets and monitoring of achievement of results.
- Establishment of collaborate arrangements with potential partners, a client relationship management system for resource mobilization purposes and appropriate operational partnership arrangements.
- Regional Office business processes mapping and establishment of internal standard operating procedures in finance, human resources management, procurement, logistical and ICT services.
- Constant monitoring and analysis of the operating environment, timely readjustment of the operations, advice on legal considerations and risk assessment.
- Knowledge building and sharing with regards to management and operations in the office, organization of the operations staff trainings, synthesis of lessons learnt/best practices, and sound contributions to UNIFEM knowledge networks and communities of practice.

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

- Proper planning, expenditure tracking and audit of financial resources, including extra-budgetary income in accordance with UNIFEM rules and regulations.
- Performance of Manager Level 1 role in Atlas for voucher.
- Organization of cost-recovery mechanisms for services provided to Country Programs and projects, including ensuring preparation of proforma invoices.
- Monitoring of financial exception reports for unusual activities, transactions and investigation of anomalies or unusual transactions. Provision of information to supervisors and other UNIFEM staff at HQ of the results of the investigation when satisfactory answers are not obtained.

3. Ensures strategic **human resources management and supervision of the HR team** focusing on achievement of the following results:

- SRO compliance with corporate human resources policies and strategies.
- Optimal staffing of the office and projects.
- Provide advice and support to the RPD and guidance to staff on the interpretation and application of Staff Regulations, Rules and associated policies, instructions and guidelines.
- Maintain close contact with UNDP Offices in the Region to ensure coordination on HR administration of staff as well as other matters of concern.
- Oversight of recruitment processes in accordance with UNIFEM rules and regulations, appropriate use of different contractual modalities, contracts management, OM performing the function of HR Manager in Atlas.
- Establishment and maintenance of the proper performance management and staff

development systems. Implementation of the Universal Access strategy on learning ensuring access of the staff to role appropriate learning activities.

4 Ensures provision of **efficient procurement and logistical services and supervision of the Procurement team** focusing on achievement of the following results:

- SRO compliance with corporate rules and regulations in the field and elaboration of the SRO procurement strategies including sourcing strategy, supplier selection and evaluation, quality management, customer relationship management, e-procurement promotion and introduction, performance measurement.
- Elaboration of the SRO contract strategy including tendering processes and evaluation, managing the contract and contractor, legal implications. Oversight of procurement processes and logistical services in accordance with UNIFEM rules and regulations, OM acting as Manager Level 1 in Atlas for Purchase orders approvals.
- Proper management of UNIFEM assets, facilities and logistical services.

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

- 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.
- Maintenance of a secure, reliable infrastructure environment for ICT and adequate planning for disasters and recoveries.
- Identification and 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.

6. Ensures proper **common services organization and management, establishment of partnerships with other UN Agencies** focusing on achievement of the following results:

- Establishment of common services, maintenance of coordinating machinery to ensure integrated activities on common services and implementation of the UN reform.
- Elaboration of the strategic approach for implementation of common services in line with the latest developments in common services and the best practices.
- Proper planning and tracking of common services budget and of Agencies contributions to the common services account.

Impact of Results

The key results have an impact on the success of country programme within specific areas of cooperation. In particular, the key results have an impact on the design, operation and programming of activities, creation of strategic partnerships as well as reaching resource mobilization targets.

Competencies

Corporate Competencies:

- Demonstrates integrity by modeling the UN's values and ethical standards
- Promotes the vision, mission, and strategic goals of UNIFEM
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability
- Treats all people fairly without favoritism

Functional Competencies:

Knowledge Management and Learning

- Promotes knowledge management in UNIFEM and a learning environment in the office through leadership and personal example
- Actively works towards continuing personal learning and development in one or more Practice Areas, acts on learning plan and applies newly acquired skills

Development and Operational Effectiveness

- Ability to lead strategic planning, results-based management and reporting
- Ability to lead formulation and monitoring of management projects
- Solid knowledge in financial resources and human resources management, contract, asset and procurement, information and communication technology, general administration
- Ability to lead business processes re-engineering, implementation of new systems (business side), and affect staff behavioral/ attitudinal change

Management and Leadership

- Focuses on impact and result for the client and responds positively to feedback
- Consistently approaches work with energy and a positive, constructive attitude
- Demonstrates strong oral and written communication skills
- Remains calm, in control and good humored even under pressure
- Demonstrates openness to change and ability to manage complexities

Required Skills and Experience

Education:

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

Experience:

5 years of relevant experience at the national or 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.

Language Requirements:

Fluency in English, Portuguese and Spanish.

Submission of Applications:

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For applications, send your Personal History Form (PHF) to recrutamento@undp.org; quoting reference "(name of the candidate) – Operations Manager UNIFEM -2010" up to 29 March 2010. The PHF can be found in the UNDP website. Only applications using the Personal History Form - P11, sent on time, will be reviewed; or fill your application in online at: <http://jobs.undp.org> . Find the following job : 15278 - Operations Manager.

UN is committed to achieving workforce diversity in terms of gender, nationality and culture. Individuals from minority groups, indigenous groups and persons with disabilities are equally encouraged to apply. All applications will be treated with the strictest confidence.

Due to the volume of applications received, receipt of applications cannot be acknowledged individually. Only short-listed applicants will be contacted.