



NACIONES UNIDAS



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DERECHOS HUMANOS
OFICINA DEL ALTO COMISIONADO

Guatemala

Vacancy Announcement 046-2020

I. Position Information

Job code title:	Operations Officer
Functional title:	Operations Officer
Pre-classified Grade:	ICS-8/NOA
Supervisor:	Programme Management Officer

II. Organizational Context

Under the overall guidance and supervision of the Programme Management Officer, the Operations Officer advises the Senior Management on all aspects of management and administrative operations.

The Operations Officer supports the Programme Management Officer who is responsible for leading and guiding the Management Unit (IT, Human Resources, Finance, General Services/Procurement and Planning, Monitoring and Evaluation). S/he will foster collaboration within the team, and will champion the roll out and adoption of UMOJA ensuring liaison between OHCHR-Guatemala and HQ to successfully deliver operations services.

III. Functions / Key Results Expected

Summary of Key Functions :

- Effective implementation of operational strategies
- Provision of effective and efficient administrative support services
- Supports to supply and assets management
- Effective administrative and financial resources management
- Effective provision of procurement and logistical services provision
- Effective introduction and implementation of UMOJA across the Office.
- Support to knowledge building and knowledge sharing

1. Ensures implementation of operational strategies, focusing on achievement of the following results:

- Full compliance of operations and administrative activities with UN/UNDP rules, regulations, policies, and strategies.
- Supports the OHCHR-Guatemala administrative business processes mapping and establishment of internal standard operating procedures (SOPs) in Finance, Procurement, Logistical, ICT services and others administrative related services
- Prepares administrative team results-oriented workplans,
- Ensures appropriate monitoring and analysis of the operating environment, timely readjustment of the operations and advice on legal considerations and risk assessment.

- ❑ Elaborates proposals and implementation of cost saving and reduction strategies in consultations with office management.
- ❑ Liaise with OHCHR-HQ, UNDP-Guatemala and with other counterparts, to advise and assist in the elaboration and negotiation of agreements, letters of intention and other commitments, to ensure the effectiveness of program desired results-

2. Ensures effective and efficient provision of administrative support services including through UMOJA, focusing on achievement of the following results:

- ❑ Prepares and assists with OHCHR-Guatemala contracts strategy including tendering processes and evaluation, managing the contract and contractor's legal implications.
- ❑ Oversight of procurement processes and logistical services in accordance with UN/UNDP rules and regulations.
- ❑ Assists with the provision of support services, including travel, logistics and office premises for OHCHR-Guatemala.
- ❑ Provides advice and guidance in role-mapping, ensuring the adaptation of current processes in the context of the implementation of UMOJA
- ❑ Coordination and supervision of support staff engaged in the fields of general services, telephone operator/receptionist, etc.
- ❑ Coordination and supervision of shipments and customs clearance, travel, events management, administrative surveys, transportation services and insurance, space management, procurement of supplies.
- ❑ Support with protocol matters, registration of staff, coordination with local authorities, on space and other administrative matters.
- ❑ Submission of information on administrative services provided for cost-recovery bills

3. Provides support to proper supply and assets management, focusing on achievement of the following result:

- ❑ Coordination of assets management in the OHCHR-Guatemala, timely preparation and submission of periodic inventory reports, coordination of physical verification of inventory items.
- ❑ Coordination of the provision of reliable and quality office supplies.

4. Ensures effective and accurate administrative and financial resources control in the office, focusing on achievement of the following results:

- ❑ Efficient implementation of the control mechanism for administrative and financial services, maintenance of administrative control records such as commitments and expenditures.
- ❑ Review, research, verification and reconciliation of a variety of data and reports ensuring accuracy and conformance with administrative rules and regulations.
- ❑ Review of data integrity in the databases, control programmes (Maya System and UMOJA, etc.); analysis of results and initiation of corrective actions when necessary.
- ❑ Proper inventory control; supervision of proper issuance of inventory items and supplies.
- ❑ Review of travel authorizations, documentation, payments
- ❑ Assistance in the preparation and accountability about budgets, audits and other financial or operational reports.
- ❑ Provision of researched information, reports for audit exercises.
- ❑ In coordination with Finance Associate, oversight of OHCHR-Guatemala cash management processes, including liquidity management, risk assessment, bank relationship management; timely accounting and reconciliation of all transactions, security for cash assets on site.
- ❑ In coordination with Finance Associate, ensures that all financial transactions are identified, recorded and verified in compliance with International Public Sector Accounting Standards (IPSAS) as outlined in the corporate policies and procedures.

5. Ensures proper *common services* focusing on achievement of the following results:

- Maintenance of common services to ensure integrated activities on common services and implementation of the UN reform.
- Proper planning and tracking of implementation of common services budget and of Agencies contributions to the common services account, in line with the latest developments in common services and the best practices.
- Overseeing effective provision of services to partners including fair and transparent procurement, efficient logistics and sound financial management, within the framework of OHCHR-Guatemala being part of One UN System

6. Support knowledge building and knowledge sharing in the OHCHR-Guatemala, focusing on achievement of the following results:

- Organization of training for the operations/projects staff on administration.
- Briefing to staff members on general administrative matters; provision of advice and administrative support.
- Sound contributions to knowledge networks and communities of practice.

IV. Impact of Results

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

- Administrative and finance services
- Procurement and logistical services
- Supply and assets management

V. Competencies and Critical Success Factors

Functional Competencies:

Job Knowledge/Technical Expertise

Level 1.1: Fundamental knowledge of processes, methods and procedures

- Understands the main processes and methods of work regarding to the position
- Solid knowledge in financial resources, contract, asset and procurement, information and communication technology, general administration
- Possesses knowledge of organizational policies and procedures relating to the position and applies them consistently in work tasks
- Identifies new and better approaches to work processes and incorporates same in own work
- Strives to keep job knowledge up-to-date through self-directed study and other means of learning
- Demonstrates good knowledge of information technology and applies it in work assignments

Client Orientation

Level 1.1: Maintains effective client relationships

- Reports to internal and external clients in a timely and appropriate fashion
- Organizes and prioritizes work schedule to meet client needs and deadlines
- Establishes, builds and sustains effective relationships within the work unit and with internal and external clients, focuses on impact and result of the client and responds positively to feedback
- Responds to client needs promptly

Promoting Accountability and Results-Based Management

Level 1.1: Gathering and disseminating information

- Gathers and disseminates information on best practice in accountability and results-based management systems
- Prepares timely inputs to reports
- Maintains databases

Core Competencies:

- Demonstrating/safeguarding ethics and integrity
- Demonstrate corporate knowledge and sound judgment
- Self-development, initiative-taking
- Acting as a team player and facilitating team work
- Facilitating and encouraging open communication in the team, communicating effectively
- Creating synergies through self-control
- Managing conflict
- Learning and sharing knowledge and encourage the learning of others. **Promoting learning and knowledge management/sharing is the responsibility of each staff member.**
- Informed and transparent decision making
- UNDP Procurement Certification programme

VI. Recruitment Qualifications	
Education:	Advanced Degree (Master's degree or equivalent) in Business Administration, Public Administration, Operations, Finance, Economics, Social Sciences or related fields. A first-level university degree in combination with three additional years of qualifying work experience may be accepted in lieu of the advanced university degree.
Experience:	Up to two (2) years of relevant experience in administration, operations or programme support service is required. Experience in procurement and/or finance services is required. Experience in the usage of computers and office software packages (MS Word, Excel, etc.) is required. Previous experience in working with international organizations

	and or with the UN common system is desirable. Experience in Results Based Management is desirable. Experience as an administrator with electronic administrative and business processes systems, preferably of the United Nations (e.g. Inspira and Umoja), is also desirable.
Language Requirements:	Fluency in Spanish and English (written and oral) is required.

Interested candidates shall meet all requirements and submit application letter, attaching **signed P11 form and cover letter** (applications may be submitted in Spanish or English). Please ensure that application is sent to rrhh_gt@ohchr.org with c.c. cfranco@ohchr.org no later than November 08, 2020.

Subject quoting as reference: “**Operations Officer**”, GUA/09/HC-AH//01, 046/2020

Only preselected candidates will be contacted. Your understanding is appreciated.