

Operations Manager

Job title:	Operations Manager
Level:	NO-C
Position Number:	10014
Location:	New Delhi, India
Full/Part time:	Full-Time
Fixed term/Temporary:	Fixed Term
Rotational/Non-Rotational:	Non-Rotational
Duration:	One year

The Position:

The Operations Manager leads the Operations team and acts as an advisor to Senior Management on all aspects of CO management and operations in full compliance with UNFPA established rules, policies and procedures, ensuring smooth functioning of the CO and its programme, 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.

You will report to the Representative.

How you can make a difference:

UNFPA is the lead UN agency for delivering a world where every pregnancy is wanted, every childbirth is safe and every young person's potential is fulfilled. UNFPA's strategic plan, focuses on three transformative results: to end preventable maternal deaths; end unmet need for family planning; and end gender-based violence and harmful practices. In a world where fundamental human rights are at risk, we need principled and ethical staff, who embody these international norms and standards, and who will defend them courageously and with full conviction.

UNFPA is seeking candidates that transform, inspire and deliver high impact and sustained results; we need staff who uphold the values enshrined in the United Nations Charter, who are transparent, exceptional in how they manage the resources entrusted to them and who commit to deliver excellence in programme results.

Job Purpose:

The Operations Manager (OM) ensures a fully accountable, well-managed and results-oriented Country Office (CO). You will contribute your operational expertise to facilitate programme and project implementation in close collaboration with the CO's programme staff and personnel. Participating in inter-agency coordination, you will foster a collaborative, client-oriented approach towards the CO's programme team and UN community, supporting effective communication and cooperation with Headquarters (HQ).

You will be responsible for the following:

1. **Ensure the strategic direction of operations and a fully accountable, well-managed and results-oriented Country Office operations, through effective management,**



guidance and supervision of the Operations Unit that comprises finance, procurement, human resources, travel, safety and security, information technology, and administration:

- ⇒ Lead and supervise the Operations Team, providing guidance and constant feedback for improved efficiency and continuous improvement at the individual, unit and Operations Team levels.
- ⇒ Assess staff capacities, identify any skill gaps and/or growth potential, and propose appropriate developmental plans for staff career development.
- ⇒ Ensure adequate control measures and segregation of duties are in place to fully comply with established rules, policies and procedures.
- ⇒ Review business processes for improved efficiency and/or cost-saving measures, maximizing on technology application.
- ⇒ Represent UNFPA and participate in inter-agency meetings to ensure UNFPA interests are reflected in activities related to common services, security and achieving results under Delivering as One and towards UN Reform.

The OM will be responsible for the key following functional areas:

a. Financial Management

- Ensure strategic planning and effective management of UNFPA CO financial resources through accurate planning, budget tracking, spot-checks and audit; put in place and exercise effective financial controls (internal control framework, ICF); and ensure that UNFPA financial rules and policies are fully complied with.
- Provide Country Office senior management with regular analytical assessment of the Country Office finances and budget expenditures.
- Alert CO management and project staff and personnel on deviations from established rules and regulations and propose remedial measures or solutions to meet office and programme objectives.
- Perform Manager Level 2 role in Atlas for voucher, and ensure that all project budgets are properly entered and established in Atlas.
- All financial transactions are identified, recorded and verified through various Atlas reports, ensuring compliance with IPSAS as outlined in the corporate policies and procedures.
- Monitor financial exception reports for unusual activities and transactions, and investigate anomalies or unusual transactions keeping CO Management and HQ units abreast.
- Ensure overall UN harmonized approach to cash transfers (HACT) implementation and compliance at CO level.
- Ensure timely financial reporting according to established schedules or as per agreed donor reporting requirements.
- Ensure a continuous and up-to-date flow of information between the CO and the Regional Office/ Sub-Regional Office and HQ.
- Organize and oversee CO cash management processes, recommendation of imprest account level, risk assessment, timely accounting and reconciliation of all transactions, and ensure security for cash assets on site.

b. Human Resources Management

- Implement UNFPA corporate HR policies and strategies, and apply best HR practices, tools and mechanisms.

- Assess managerial and operational capacities and staffing requirements of the office and the Implementing Partners for the implementation of the country programme, ensuring optimal staffing of office and projects through timely recruitment and training of personnel.
- Oversee recruitment processes in accordance with UNFPA rules and regulations, appropriate use of different contractual modalities and contracts management.
- Perform the function of HR Manager in Atlas.
- Advise on appropriate contractual modalities and monitor implementation of HR entitlements by service providers.
- Ensure adequate training of CO staff and personnel on programming, financial, operations and security issues, and follow up on staff's identified development needs.

c. Procurement and Logistics

- In coordination with the other units, lead all procurement processes and ensure best value for money and timely provision of goods and services for effective delivery of the country programme.
- Oversee all procurement processes and logistical services in accordance with UNFPA rules and regulations.
- Elaborate CO's procurement strategies including sourcing, supplier selection, contract negotiation/award/management, quality management, and vendor performance measurement, giving due attention to avoiding any potential legal implications.
- Prepare necessary documentation, participate and present UNFPA procurement cases in UN committees.
- Perform as Asset Manager and Manager Level 2 in Atlas for Purchase Order approvals.
- Oversee management of UNFPA facilities and assets, in full compliance with IPSAS in the accounting for the procurement, utilization and disposal of UNFPA assets.

d. ICT Management

- Ensure provision of timely and quality IT services to staff and personnel.
- Maintain a secure, reliable infrastructure environment for ICT and adequate planning, firewalls for disasters and recoveries.
- Ensure the CO's Business Contingency Plan is periodically updated to better respond to crisis situation.
- Identify opportunities and ways of converting business processes into web-based systems for maximum/improved efficiency and full accountability, and promote different systems and applications for optimal content management, knowledge sharing, information provision and learning.

e. Security Management

- Act as a Security focal point and assist the Representative in ensuring the security and safety of the CO staff and facilities.
- Ensure all staff and personnel undergoes mandatory security training and certification.

2. Programme Management - Support achievement of programme and project results:

- Collaborate closely with the Deputy Representative and Programme Coordinator to



- Ensure timely delivery of project inputs under national execution in terms of personnel, sub-contracts, equipment, fellowships, study tours, workshops and other project-related events.
- Participate in design and review meetings and assess and anticipate operational requirements for implementation of the country programme.
- Guide UNFPA staff and facilitate implementation of new and/or updated Policies and Procedures.
- Provide support in identification and assessment of managerial and operational capacities of Implementing Partners.

3. Knowledge Management

- Facilitate development of knowledge assets for capacity building and for guiding policies.
- Share best practices adopted by UNFPA with UN agencies.
- Promote network relationships for accessing and sharing knowledge and ensures a continuous and accurate/up-dated flow of information.

4. Resource Mobilization and Partnership Building

In close collaboration with the Policy, Advocacy and Partnerships unit:

- Participate in partnership building and resource mobilization efforts of the CO by reviewing budget proposals, project agreement and contract documents to ensure they are aligned with UNFPA guidelines.
- Ensure compliance with donor reporting requirements, including timely submission of project financial reports to the donors.

Qualifications and Experience:

Education:

Advanced degree in business administration, public administration, finance, human resources, information technology or other related discipline.

Knowledge and Experience:

- Five years of progressively responsible professional experience in office management, administration, finance, human resources.
- Strong analytical and leadership skills.
- Strong verbal and written communication skills.
- Proficiency in current office software applications and corporate IT systems.

Languages:

Fluency in English (both oral and written); knowledge of one of the Indian official languages and/or UN languages is desirable.

Required Competencies:

<p>Values:</p> <ul style="list-style-type: none"> • Exemplifying integrity • Demonstrating commitment to UNFPA and the system, • Embracing cultural diversity • Embracing change 	<p>Functional Competencies:</p> <ul style="list-style-type: none"> • Managing the organization’s financial resources • Developing ICT standards and applications • Providing procurement services • Ensuring facilities and assets management
<p>Core Competencies:</p> <ul style="list-style-type: none"> • Achieving results, • Being accountable, • Developing and applying professional expertise/business acumen, • Thinking analytically and strategically, • Working in teams/managing ourselves and our relationships, • Communicating for impact 	<p>Managerial Competencies:</p> <ul style="list-style-type: none"> • Providing strategic focus, • Engaging in internal/external partnerships and stakeholders, • Leading, developing and empowering people, creating a culture of performance • Making decisions and exercising judgment

Compensation and Benefits:

This position offers an attractive remuneration package including a competitive net salary plus annual leave, health insurance and other benefits as applicable.

Disclaimer:

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