

I. Position Information

Job Code Title:	Operations Manager
Pre-classified Grade:	NOC
Supervisor:	Regional Programme Director

II. Organizational Context

UNIFEM is the women's fund at the United Nations. It is established in 1976, it provides financial and technical assistance to innovative approaches aimed at fostering women's empowerment and gender equality. Today the organization's work touches the lives of women and girls in more than 100 countries. UNIFEM serves as a catalyst to ensure mainstreaming women rights in policy and programs levels, as well as it plays an innovative and a catalytic role in the UN system making the voices of women heard at the United Nations — to highlight critical issues and advocate for the implementation of existing commitments made to women.

In line with fulfilling UNIFEM's strategic objectives, UNIFEM North Africa program focuses on four main areas : reducing feminized poverty and exclusion; eliminating violence against women; halting and reversing the spread of HIV/AIDS among women and girls; and achieving gender equality in democratic governance.

Under the guidance and the supervision of the Regional Program Director (RPD), the Operations Manager manages all aspects of North Africa SRO management and operations and advises senior management in this regard. This includes strategic financial and human resources management, efficient procurement, logistical & general services including ICT and common services, and security which are all consistent with UN rules and regulations. The Operations Manager leads operations by ensuring smooth functioning of the North Africa SRO programs/ projects operations, consistent services delivery, 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 North Africa SRO Operations Team and fosters collaboration within the Team, with program staff and with other UN Agencies using a client-oriented approach. The Operations Manager works in close collaboration with program and project teams in the North Africa SRO and Country Offices, operations staff in other UN Agencies, UNIFEM/UNDP HQs staff and key stakeholders to successfully deliver operations services.

III. Duties and Responsibilities

1. Managerial Functions:

- Advise the RPD on strategic issues and prospects as regards finance, human resources and general operational issues.
- Manage & supervise the day to day work of the Operations Team to ensure maximum efficiency, and provision of efficient operational services (logistics, travel, procurement, communications, human resources, finance, etc.) to Office staff and UNIFEM projects/programs. Prepare annual work plan for the team, and ensure its successful

implementation; coach staff and assess their performance

- Keep abreast of new corporate operations initiatives and ensure the Sub Regional office and field offices remains always current and updated on the latest corporate standards, application of new guidelines and other instructions.
- Manage, supervise, and promote the performance of the Operations Team by implementing performance-management systems including staff development. Guide and monitor work planning, implementation and evaluation processes of the Team. Examine, propose and realign office systems including staff and resources with new directions and strategies. Develop, implement and monitor strategies and results and competency assessment (RCA) plans for organizational units (Human Resources, Finance, and General Services) for Operational Effectiveness
- Advise the RPD on matters pertaining to common system services, i.e. common premises, travel, communications, conditions of service, security, and privileges and immunities.
- Participate as a member of Senior Management of the North Africa SRO
- Function as Security Focal point for SRO.

2. Operational Functions:

- Advise management on contracting modalities and procurement options, and ensure timely preparation of submission documents and approvals by Senior Management;
- Keep abreast of changes in terms of operations related best practices and administrative rules and procedures to ensure their dissemination to all staff, including briefing to international personnel as required.
- Participate actively in UN administrative coordination exercises, e.g. OMT (Operations Management Team Meetings)
- Supervise the admin staff to ensure smooth daily routine operation including secretarial and admin duties.
- Identify training needs of the Operations Team and contribute to their capacity building.
- Function as Argus focal point for SRO region.

3. Financial Functions:

- Proper planning, expenditure tracking and monitoring of financial resources, including extra-budgetary income in accordance with UN rules and regulations.
- Perform of Finance role in ATLAS
- Assume primary vendor approval role in ATLAS
- Monitor 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.

4. Human Resources Functions:

- Ensure human resource management of SRO and field office staff in line with UNDP/UNIFEM rules and regulations.
- Perform personnel work including interpretation and processing of entitlements, issuance of contracts and maintenance of various personnel records and files; for regional and field offices.
- Manage the recruitment process of staff and consultants in close coordination with appropriate Program staff.
- Ensure that records of all staff, and other personnel including consultants and service contract holders regarding contracts, leave, medical insurance, pension fund, allowances in the regional and field offices are regularly updated and necessary action taken.

- Make sure the newly appointed staff and other personnel are introduced to key UN/UNIFEM official documents

5. Procurement and Logistics:

- Exercise oversight and technical guidance responsibility for procurement (procurement planning, sourcing strategy, supplier selection and evaluation) in the SRO region.
- Ensure proper management of UNIFEM assets, facilities and logistical services (physical inventory count, reconciliation and retire asset in Atlas).
- Represent UNIFEM at the LAMRC (Local Acquisition Management Review Committee) which oversees all procurement actions.
- Maintain secure and reliable infrastructure environment for ICT and adequate planning for disasters and recoveries.

IV. Impact of Results

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

- . Financial services
- . Human Resources
- . Procurement and logistical services
- . ICT
- . Common services and the implementation of the UN agenda on common services and joint procurement.

V. Competencies and Critical Success Factors

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

Functional Competencies:

- Professionalism-Knowledge of the Organizations rules and regulations as they pertain to the incumbent's area of responsibility.
- Interpersonal Skills-Good interpersonal skills; ability to work in a multi cultural, multi ethnic environment with sensitivity and respect for diversity. Diplomatic and partnership skills.
- Communication-Ability to speak and write clearly and effectively.
- Planning & Organizing-Use time efficiently. Ability to prioritize assignments and allocate appropriate time for completing work. Strictly observes deadlines. Works well under pressure. Ability to handle a large volume of work in an efficient and timely manner.
- Commitment to Continuous Learning-Initiative and willingness to learn new skills.
- Technological awareness- Possesses excellent computer skills to facilitate work.
- Trust-Reputation for dealing honestly and openly with staff. Respected by peers, clients and staff and high integrity.
- Strong understanding of and demonstrated commitment to women's rights.
- Approaches work with initiative and dynamism. Proactive Approach.
- Work as a good team player, demonstrated ability to manage staff.

VI. Recruitment Qualifications	
Education:	<ul style="list-style-type: none"> • Master's Degree or equivalent in Business Administration, Accounting, ICT, Human Resources Management, Organization Management, or a degree in Social Sciences with relevant operations work experience.
Experience:	<ul style="list-style-type: none"> • A minimum of 5 years of relevant experience of working in the national/international level, knowledge and experience of the UN would be an asset • Knowledge of ATLAS would be an asset • Experience of working with Governments, UN Agencies, NGOs and women's groups etc. in the region. • Exposure in the area of gender/development would be an asset.
Language Requirements:	Proficiency in French and Arabic. Good knowledge of English

VII. Signatures- Job Description Certification		
Incumbent <i>(if applicable)</i>		
Name	Signature	Date
Supervisor		
Name	Signature	Date
Chief Division/Section		
Name	Signature	Date

Les candidat(e)s intéressés/ées devront envoyer le formulaire P11 ci-joint complété, accompagné d'une lettre de motivation avec la Référence du poste à l'attention de :

Mme Saloua Kouiss, Operations & HR Assistant / Learning Manager
Saloua.kouiss@unifem.org

Avec copie à Khadija Assari, Chargée de Communication
Khadija.assari@unifem.org

La date limite fixée pour la réception des candidatures est le **18 Mars 2010.**

<p>INSTRUCTIONS</p> <p>Please answer each question clearly and completely. Type or print in ink. Read carefully and follow all directions.</p>	 <p>UNITED NATIONS PERSONAL HISTORY</p>	<p><i>Do Not Write In This Space</i></p>
--	---	--

1. Family Name	First name	Middle name	Maiden name, if any
----------------	------------	-------------	---------------------

2. Date of Birth Day Mo. Yr.	3. Place of birth	4. Nationality (ies) at birth	5. Present Nationality (ies)	6. Sex
---------------------------------	-------------------	-------------------------------	------------------------------	--------

7. Height	8. Weight	9. Marital status			
		Single <input type="checkbox"/>	Married <input type="checkbox"/>	Separated <input type="checkbox"/>	Widow (er) <input type="checkbox"/> Divorced <input type="checkbox"/>

10. Entry into United Nations service might require assignment and travel to any area of the world in which the United Nations might have responsibilities. Have you any disabilities which might limit your prospective field of work or your ability to engage in air travel ? YES NO
If "yes", please describe.

11. Permanent Address:	12. Present address (if different) Telephone No.	13. Office Telephone No
------------------------	--	-------------------------

15. Have you any dependents? YES NO if the answer is "yes", give the following information:

NAME	Age	Relationship	NAME	Date of Birth	Relationship

16. Have you taken up legal permanent residence status in any country other than that of your nationality? YES NO
If answer is "yes", which country?

17. Have you taken any legal steps towards changing your present nationality? YES NO
If answer is "yes", explain fully:

18. Are any of your relatives employed by a public international organization? YES NO
If answer is "yes", give the following information:

NAME	Relationship	Name of International Organization

19. What is your preferred field of work? Program related activities

20. Would you accept employment for less than six months? YES <input type="checkbox"/> NO <input type="checkbox"/>	21. Have you previously submitted an application for employment with U.N. ? If so, when?
--	--

22. KNOWLEDGE OF LANGUAGES. What is your mother tongue?

OTHER LANGUAGES	READ		WRITE		SPEAK		UNDERSTAND	
	Easily	Not Easily	Easily	Not Easily	Fluently	Not Fluently	Easily	Not Easily

23. For clerical grades only
Indicate speed in words per minute

	<i>List any office machines or equipment you can use</i>		
	English	French	Other languages

Typing	English	French	Other languages
Shorthand			

B. PREVIOUS POSTS (IN REVERSE ORDER)

FROM MONTH/YEAR	TO MONTH/YEAR	SALARIES PER ANNUM STARTING FINAL		EXACT TITLE OF YOUR POST:
NAME OF EMPLOYER:				TYPE OF BUSINESS:
ADDRESS OF EMPLOYER:		NAME OF SUPERVISOR:		
		NO. AND KIND OF EMPLOYEES SUPERVISED BY YOU:	REASON FOR LEAVING:	
DESCRIPTION OF YOUR DUTIES				
FROM MONTH/YEAR	TO MONTH/YEAR	SALARIES PER ANNUM STARTING FINAL		EXACT TITLE OF YOUR POST:
NAME OF EMPLOYER:				TYPE OF BUSINESS:
ADDRESS OF EMPLOYER:		NAME OF SUPERVISOR:		
		NO. AND KIND OF EMPLOYEES	REASON FOR LEAVING: Limited	
DESCRIPTION OF YOUR DUTIES				
FROM MONTH/YEAR	TO MONTH/YEAR	SALARIES PER ANNUM STARTING FINAL		EXACT TITLE OF YOUR POST:
NAME OF EMPLOYER:				TYPE OF BUSINESS:
ADDRESS OF EMPLOYER:		NAME OF SUPERVISOR:		
		NO. AND KIND OF EMPLOYEES	REASON FOR LEAVING:	
DESCRIPTION OF YOUR DUTIES				
FROM MONTH/YEAR	TO MONTH/YEAR	SALARIES PER ANNUM STARTING FINAL		EXACT TITLE OF YOUR POST:
NAME OF EMPLOYER:				TYPE OF BUSINESS:
ADDRESS OF EMPLOYER:		NAME OF SUPERVISOR:		
		NO. AND KIND OF EMPLOYEES SUPERVISED BY YOU:	REASON FOR LEAVING:	
DESCRIPTION OF YOUR DUTIES				

28. HAVE YOU ANY OBJECTIONS TO OUR MAKING INQUIRIES OF YOUR PRESENT EMPLOYER? YES NO

29. ARE YOU NOW, OR HAVE YOU EVER BEEN, A PERMANENT CIVIL SERVANT IN YOUR GOVERNMENT'S EMPLOY? YES NO
if answer is "yes", WHEN?

30. REFERENCES: List three persons, not related to you, who are familiar with your character and qualifications.
Do not repeat names of supervisors listed under item 27.

FULL NAME	FULL ADDRESS	BUSINESS OR OCCUPATION

31. STATE ANY OTHER RELEVANT FACTS. INCLUDE INFORMATION REGARDING ANY RESIDENCE OUTSIDE THE COUNTRY OF YOUR NATIONALITY.

32. HAVE YOU EVER BEEN ARRESTED, INDICTED OR SUMMONED INTO COURT AS A DEFENDANT IN A CRIMINAL PROCEEDING, OR CONVICTED, FINED OR IMPRISONED FOR THE VIOLATION OF ANY LAW (excluding minor traffic violations)? YES NO
If "yes", give full particulars of each case in an attached statement.

33. I certify that the statement made by me in answer to the foregoing questions are true, complete and correct to the best of my knowledge and belief. I understand that any misrepresentation or material omission made on a Personal History form or other document requested by the Organization renders a staff member of the United Nations liable to termination or dismissal.

DATE: _____ SIGNATURE: _____

N.B. You will be requested to supply documentary evidence which supports the statements you have made above. Do not, however, send any documentary evidence until you have been asked to do so by the Organization and, in any event, do not submit the original texts of references or testimonials unless they have been obtained for the sole use of the Organization.