

DEPUTY RESIDENT REPRESENTATIVE (OPERATIONS)

Location :	Amman (with frequent and extended travel to Iraq, re-location to Iraq when security permits), JORDAN
Vacancy Type :	
Application Deadline :	
Type of Contract :	FTA International
Post Level :	P-5
Languages Required :	English
Duration of Initial Contract :	1 year (renewable)

Background

The DRR-Operations covers a broad range of issues ranging from financial and human resources management, procurement, IT, general administration, travel and logistics, common services and security of UNDP premises and staff. Under the overall guidance of the Country Director, the DRR-Operations leads strategic planning for UNDP operations, setting of management targets, and monitors services provided by UNDP to projects and programmes and other agencies. The DRR-Operations advises the CD on course correction, cost effectiveness and creative responses to emerging complex challenges.

The DRR-Operations is responsible for supervision and guidance to UNDP operations staff and ensuring cross-unit cooperation and coordination. The DRR-Operations ensures a client-oriented approach and consistency with UNDP rules and regulations and good management practice. The DRR-Operations advocates for UNDP and liaises with other UN Agencies, UNDP HQs staff and Government officials, technical advisors and experts, multi-lateral and bi-lateral donors and civil society.

Duties and Responsibilities

Under delegated authority from the Country Director, the DRR-O provides strategic direction of the UNDP operations with the following expected results:

- Advises senior management on operational issues affecting country programme delivery and overall operations;
- Identifies approaches and modalities to achieve management targets and increased cost-effectiveness;
- Promotes knowledge sharing and learning and an active participation of the CO in the management practice.

Under delegated authority, the DRR-Operations is responsible for the day-to-day management of UNDP operations:

- General administration: the DRR-O manages CO travel, logistics and the office premises; establishment of management scorecard targets, work plans and monitors achievement of results;
- Financial management: the DRR-O has senior manager rights in Atlas and ensures the integrity of financial systems, review of budget requirements and the consistent application of rules and regulations;
- Human Resources management: in consultation with the Country Director, the DRR-O is responsible for the overall recruitment, performance and career management in the office. DRR-O supervises operations staff and aims to motivate and promote organizational excellence;
- Service provision: the DRR-O is responsible for high quality provision of procurement and other project support services;
- Team work: Promotes cross-unit team work;
- Routinely monitors financial exception reports for unusual activities, transactions, and investigates anomalies or unusual transactions. Informs supervisors and other UNDP staff at Headquarters of the results of the investigation when satisfactory answers are not obtained.

The DRR-O ensures UNDP support to and coordination of common services:

- Provides policy support, guidance and advocacy on the development, establishment and management of common services arrangements to/by participating organizations/agencies at the country level;
- Oversees the effective provision of services including financial, human resources, procurement and logistics, reviews with UN counterparts service requirements;
- Ensures that common services and joint arrangements benefit UNDP in its objective to provide efficient and economical support services to the implementation of the country programme;
- Maintains a secure, reliable infrastructure environment for ICT and adequately plans for disasters and recoveries.

The DRR-O ensures security of UNDP staff and premises. In particular:

- Supports the implementation of UNDP MOSS compliance;
- The DRR-O represents UNDP in SMT and is responsible for efficient implementation in UNDP of security measures agreed in the SMT and for compliance with security policy.

Under the overall guidance and leadership of the Country Director, the DRR-O supports partnership building on operational issues:

- Represents UNDP in inter-agency administrative meetings, ensures smooth cooperation between agencies on joint undertakings like hard-ship questionnaires and salary surveys;
- Advocates for UNDP services and delivery capacities with government counterparts, donor community, international financial institutions and the UN;
- Identifies new approaches and measures to further enhance UNDP delivery capacities, professional management and cost effectiveness;
- Promotes a client-oriented approach among all operations staff.

Impact of Results:

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 Resource;
- Procurement and logistical services;
- ICT;
- Common Services and the implementation of the UN agenda on common services and joint procurement.

Competencies

Corporate Competencies:

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

Functional Competencies:

Knowledge Management and Learning:

- Promotes knowledge management in UNDP 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 behavioural/ attitudinal change.

Management and Leadership:

- Builds strong relationships with clients, focuses on impact and result for the client and responds positively to feedback;
- Consistently approaches work with energy and a positive, constructive attitude;
- Demonstrates good oral and written communication skills;
- Demonstrates openness to change and ability to manage complexities;
- Leads teams effectively and shows mentoring as well as conflict resolution skills;
- Demonstrates strong oral and written communication skills;
- Remains calm, in control and good humoured even under pressure;
- Proven networking, team-building, organizational and communication skills.

Required Skills and Experience

In support of career progression of GS staff in Headquarter locations, staff possessing a first level university degree in combination with at least 10 years of continuous service with a 100-series and/or FTA appointment, may be considered for Professional posts provided they meet all other selection criteria

Education:

- Master's degree in International Development, Public Administration, Business Administration, Public Policy or other relevant social sciences.

Experience:

- A minimum of 10 years relevant experience in development in a governmental, multilateral or civil society organization in a multicultural setting;
- A minimum of 3 or more years of senior-level management responsibilities of similar size and complexity.

Language/other requirements:

- Fluency in English is required and proficiency in Arabic is highly desirable.

UNDP 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.