

## Operations Officer

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|---------------------------|---|
| <b>Job categories</b>     | Administration  |
| <b>Vacancy code</b>       | VA/2018/B5304/16802   |
| <b>Level</b>              | ICS-9   |
| <b>Department/office</b>  | AFR, KEOH, South Sudan  |
| <b>Duty station</b>       | Juba, South Sudan   |
| <b>Contract type</b>      | International ICA   |
| <b>Contract level</b>     | IICA-1  |
| <b>Duration</b>           | Open-ended subject to organizational requirements, availability of funds and/or to satisfactory performance |
| <b>Application period</b> | 19-Nov-2018 to 03-Dec-2018  |

Applications to vacancies must be received before midnight Copenhagen time (CET) on the closing date of the announcement.

### ▼ Background Information - Job-specific

The UK MOD have partnered with UNOPS for the provision of specific support services to their troops, who are deployed in locations in northern South Sudan. To this end, in Malakal and Bentiu, Facility Managers (FM's) manage those elements of the Project Management Team (PMT) located there, while the remainder of the PMT is based in Juba supporting the teams in the field – ensuring the timely delivery of services and goods to required quality standards, as required by the UK MOD for the British Military.

Services are required to be delivered on a 24/7/365 basis and monitored and resupplied throughout, which currently is largely only possible by air logistics. UNOPS' client requires services to be delivered to global quality standards and managed by a dedicated team to ensure continuity of service and to produce quality outputs.

Reporting to, and with the support of, the incumbent Project Manager (PM), the Operations Officer (OO) will be based in Juba, working closely with the Project Support Officer (PSO) and Logistics team members - to support the FM's and their teams in the field. The OO will periodically be expected make operational trips to the forward

locations. The OO will report to the PM, who will provide broad supervision and guidance - while entrusting the OO the autonomy to deliver successful outputs while working closely with the Logistics team and PSO.

The role is primarily focused upon the coordination, accounting, transportation and provision of the project's operational support, goods and services, as relates to supporting the teams in the field. The OO will daily be involved in identifying probable issues that require solutions, supporting/leading the problem solving analysis - and driving the solutions identified, on an as necessary basis. The role can often require the appointee to work in complex and challenging environments with limited resources.

## ▼ Functional Responsibilities

The Operations Officer will be based in Juba and reports to the Project Manager who provides broad supervision and guidance. The role is responsible for assisting in provision of all project operations related to supporting project personnel, transport and storage of project equipment and supplies in South Sudan. He/she identifies probable issues that may need attention, supports in problem analysis and solution identification as necessary, coordinate resolution as per action-items assigned. The role can often be required to work in complex and challenging environments with limited resources.

## Functions / Key Results Expected

### Summary of Key Functions

1. Administrative and operations support to project personnel in the field offices;
2. Ensure transport, storage, accountability and maintenance of equipment, materials and supplies;
3. Effective support to general project activities;
4. Stakeholder management, coordination and liaison;
5. Support in facilitation of knowledge building, sharing and management.

### I. Ensure Administrative and operations support to project personnel, focusing on achievement of the following result:

- Facilitate travel of project personnel on mission and commercial flights in and out South Sudan;
- Responsible for all aspects related to the arrival of new project personnel (welcome package, visa letter, pick up from the airport, Juba accommodation, project induction training, booking of SSAFE training);
- Regular update of welcome package for project staff;
- Preparation and submission of Movement of Personnel (MOPs) requests for all project personnel;
- Ensure extensive knowledge of flight schedules, coordinating the booking of accommodation for project personnel travelling to the field or Juba;
- Develop and maintain movement of personnel tracking;
- Develop an SOP for the movement of personnel;
- Ensure that project personnel based in the field receive all the required support by conducting surveys to project staff in the field;
- When required, field visits and replace Facilities Managers in the field.

**II. Ensure Transport, storage, accountability and maintenance of equipment, materials and supplies, focusing on achievement of the following results:**

- Ensure Receipt and Inspection reports for incoming equipment and supplies are completed;
- Issue and ordering of inventory and supplies required for the operations of the project;
- Liaise with Facilities Managers and monitor Field Missions stock levels. Establish requirements for replenishment by creating trigger levels;
- Tracking, maintenance and reporting of assets and non-expendable property and equipment and ensure that physical verification of assets and equipment is performed on a regular schedule, and that any discrepancies are fully investigated and resolved;
- Warehousing and stock control of project equipment and consumables;
- Prepare and submit Cargo Movement Requests (CMRs) to MOVCON and UNHAS for shipping of equipment, cleaning supplies, food and consumables. Facilitating warehousing, transportation and loading of cargo;
- Coordinate all movement of goods into and around South Sudan including, customs clearance, freight management, freight tracking and receipting, air and road transportation, CMRs;
- Coordinate for equipment maintenance, repair and replacement during the project life cycle;
- Flight, road and barge shipping – convoy tracking (negotiate with UN agencies such as WPF).

**III. Support to general project activities, focusing on the achievement of the following result:**

- Assist in the procurement of equipment and consumables by establishing technical specifications and requirements. Tracking of procurement processes and ensuring timely delivery of goods and services;
- Engaging and dispatching service providers such as fumigation, pest control and engineering;
- Support in monitoring and evaluation of the project activities;
- Assist Project Manager in drafting plans, reports, contracts, statements of work, and other related documents as required, to support the project;
- Perform other related duties as instructed by supervisor.

**IV. Stakeholder management, coordination and liaison, focusing on achievement of the following results:**

- Support the coordination and management of communications in the field;
- Liaise and build relationships with other United Nations (UN) agencies and international non-governmental organizations (I/NGOs) for the purposes of facilitating project operations;
- Participate in meetings with UNMISS and other Stakeholders as required.

**V. Ensures knowledge building and knowledge sharing, focusing on achievement of the following results:**

- Provide skills transfer, capacity building and day to day supervision of all staff under responsibility and ensure that the staff are knowledgeable and comply with the UNOPS and UN protocols and regulations;
- Synthesis of lessons learned and best practices in Camp Management Services Operations especially with DPKO Missions;
- Contribute to expertise in tools and techniques.

**Impact of Results**

The key results of this position will have an impact on the overall efficiency of UNOPS in managing project operations and success in introduction and implementation of operational strategies. Strategic approach to operations management, effective and efficient project operations support, and timely and appropriate delivery of services ensure client satisfaction and overall effective delivery of UNOPS programs and projects.

## ▼ Education/Experience/Language requirements

### Education

- Advanced University Degree (Masters) in International relations or Communication or Social Sciences or Business Administration or Logistics or Operations Management or Public Administration or related field.
- A first level University degree (Bachelor's Degree) in a related field with an additional 2 years of relevant experience may be accepted in lieu of the advanced university degree.

### Certification

- Certificate in Prince 2 Foundation is an asset.

### Work Experience

- A Minimum 2 years of relevant experience at the national or international level in providing Administration and/or Logistics and/or Operations and/or Communication is required;
- Previous experience with UN is an asset;
- Experience in a post conflict and/or conflict situations is an advantage;
- Knowledge of UN/UNOPS financial rules and regulations, policies and procedures is an advantage;
- Skill in administration support is required.

### Language

- Fluency in speaking, writing and reading English is required;
- Fluency in another UN languages is an advantage.

## ▼ Competencies



Treats all individuals with respect; responds sensitively to differences and encourages others to do the same. Upholds organizational and ethical norms. Maintains high standards of trustworthiness. Role model for diversity and inclusion.



Acts as a positive role model contributing to the team spirit. Collaborates and supports the development of others. **For people managers only:** Acts as positive leadership role model, motivates, directs and inspires others to succeed, utilizing appropriate leadership styles.



Demonstrates understanding of the impact of own role on all partners and always puts the end beneficiary first. Builds and maintains strong external relationships and is a competent partner for others (if relevant to the role).



Efficiently establishes an appropriate course of action for self and/or others to accomplish a goal. Actions lead to total task accomplishment through concern for quality in all areas. Sees opportunities and takes the initiative to act on them. Understands that responsible use of resources maximizes our impact on our beneficiaries.



Open to change and flexible in a fast paced environment. Effectively adapts own approach to suit changing circumstances or requirements. Reflects on experiences and modifies own behavior. Performance is consistent, even under pressure. Always pursues continuous improvements.



Evaluates data and courses of action to reach logical, pragmatic decisions. Takes an unbiased, rational approach with calculated risks. Applies innovation and creativity to problem-solving.



Expresses ideas or facts in a clear, concise and open manner. Communication indicates a consideration for the feelings and needs of others. Actively listens and proactively shares knowledge. Handles conflict effectively, by overcoming differences of opinion and finding common ground.

### ▼ Contract type, level and duration

Contract type: International Individual Contractor Agreement

Contract level: IICA-1

Contract duration: Open-ended, subject to organizational requirements, availability of funds and satisfactory performance.

For more details about the ICA contractual modality, please follow this link:

<https://www.unops.org/english/Opportunities/job-opportunities/what-we-offer/Pages/Individual-Contractor->

[Agreements.aspx \(https://www.unops.org/english/Opportunities/job-opportunities/what-we-offer/Pages/Individual-Contractor-Agreements.aspx\)](https://www.unops.org/english/Opportunities/job-opportunities/what-we-offer/Pages/Individual-Contractor-Agreements.aspx)

### ▼ **Additional Considerations**

- Please note that the closing date is midnight Copenhagen time
- Applications received after the closing date will not be considered.
- Only those candidates that are short-listed for interviews will be notified.
- UNOPS has provision for flexible working arrangements
- Qualified female candidates are strongly encouraged to apply.
- The incumbent is responsible to abide by security policies, administrative instructions, plans and procedures of the UN Security Management System and that of UNOPS.

*It is the policy of UNOPS to conduct background checks on all potential recruits/interns. Recruitment/internship in UNOPS is contingent on the results of such checks.*

### ▼ **Background Information - UNOPS**

UNOPS supports the successful implementation of its partners' peacebuilding, humanitarian and development projects around the world. Our mission is to serve people in need by expanding the ability of the United Nations, governments and other partners to manage projects, infrastructure and procurement in a sustainable and efficient manner.

Working in some of the world's most challenging environments, our vision is to advance sustainable implementation practices, always satisfying or surpassing our partners' expectations.

With over 7,000 personnel spread across 80 countries, UNOPS offers its partners the logistical, technical and management knowledge they need, wherever they need it.

A flexible structure and global reach means that we can quickly respond to our partners' needs, while offering the benefits of economies of scale.

### ▼ **Background Information -South Sudan**

The UNOPS South Sudan office helps a wide range of local and international partners improve the lives of the South Sudanese people by implementing infrastructure and procurement projects. All UNOPS operations have an increasing emphasis on developing national capacities and considering gender, environmental and community concerns. UNOPS is working in a range of sectors in South Sudan including: transport, education, health, post-conflict stabilization and emergency response.

**DISCLAIMER**

The screening of your application will be conducted based on the information in your profile. Before applying, we strongly suggest that you review your [UNOPS Jobs profile](https://jobs.unops.org/pages/User/CreateProfile.aspx) (<https://jobs.unops.org/pages/User/CreateProfile.aspx>) to ensure completeness, especially the education and experience sections.

**RELEVANT STORIES**

- "While the JPO programme was a learning experience for me, I was also able to share my own knowledge and skills with those I supervised later on."

**Pierre Jullien**

Director And Representative, Côte D'ivoire Operations Centre

- "Each place that I work in has so much history and culture to explore and I am lucky enough to enjoy it all, while helping improve the health of local communities"

**Nang Shri Seng Lao**

Unops Logistics Officer, Myanmar

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