

Posting Title : MANAGEMENT AND PROGRAMME ANALYST (Chief, Quality Assurance and Business Intelligence Unit), P4
Job Code Title : MANAGEMENT AND PROGRAMME ANALYST
Department/ Office : Regional Service Centre at Entebbe
Location : ENTEBBE
Posting Period : 22 February 2024-22 March 2024
Job Opening number : 24-MGA-RSCE-228814-R-ENTEBBE (M)
Staffing Exercise : N/A

United Nations Core Values: Integrity, Professionalism, Respect for Diversity

Org. Setting and Reporting

The Department of Operational Support (DOS) was established to provide end-to-end operational support, advisory services and other solutions to operating entities across the Secretariat, including departments, offices away from headquarters, peace operations, and regional commissions.

The Regional Service Centre in Entebbe, Uganda (RSCE), was established in July 2010, following the adoption of General Assembly resolution 64/269. The Centre provides efficient, client-oriented and scalable services with the goal of moving transactional, non-location-dependent administrative functions to the Centre from its client entities. This includes transactional elements of human resources, finance, multimodal movement and control, personnel and cargo transport and information and communications technology (ICT) support. In addition to these services, the Office of the Director RSCE and support offices through the Deputy Director RSCE provides overall guidance on the operations of the RSCE including strategic planning, communication, budgeting, human resources management, property management, quality assurance and business intelligence, conference services, record keeping and archive management, and audit response and risk management. For more information, please visit <https://rsce.unmissions.org>.

The incumbent of the post identifies and translates business requirements into system solutions and ensures the timely delivery of critical business information; improves process efficiency, drives standardization and service delivery by monitoring performance and achieves targeted service level goals. This position is located in the Regional Service Centre, Entebbe, and the incumbent reports to the Deputy Director, RSCE.

Responsibilities

Performance Reporting

- Identifies business/reporting requirements for RSCE performance monitoring, including documenting and proposing new as well as changes to existing – Key Performance Indicators (KPIs);
- Researches, analyzes and presents information and data gathered from a variety of sources;
- Utilizes analytical data to evaluate and report on Centre/pillar/unit and individual performance;
- Identifies problems and issues to be addressed and liaises with relevant parties to initiate corrective actions. Ensures follow up actions by relevant parties;
- Liaises with technical teams (including information and communications technology / ICT colleagues outside the RSCE) to develop automated analytics products based on data from relevant systems (FSS, iNeed, Umoja, Inspira etc.);
- Ensures timely completion and publication of the RSCE monthly, quarterly and yearly reports, liaising with service line managers and the Director RSCE to incorporate feedback and analysis from line operations;
- Provides feedback to line and senior management on monitoring and reporting problems and propose solutions in as much detail as necessary to deepen others' awareness, understanding, and commitment to changes proposed;
- Assists in developing action plans utilized by the clients to manage change;
- Coordinates periodic surveys and data analyses with internal and external stakeholders; review, analyze and report on key findings; and prepare / present recommendations for improvement.

Business Intelligence

- Develops designs and methodologies, and where required tools, for calculating the performance of the RSCE services in order to enable accurate reporting;
- Evaluates and applies data analytic tools and methods with an aim to increase business process understanding and transparency, and to strengthen operational performance both within the RSCE service lines and for the end-clients of RSCE.
- Collaborates with counterparts in UNHQ in order to define business intelligence solutions;
- Serves as focal point for system change requests that will improve efficiency and productivity within the RSCE service lines;
- Designs and manages the Business Intelligence tools and applications environment;
- Educates and facilitates an understanding and commitment to business Intelligence processes and the use of data analytics methodologies and procedures, across RSCE, to ensure information is recognized and utilized as assets;
- Supports activities related to budget preparation including progress reports, projections and performance data;
- Organizes and prepares written outputs for various key stakeholders;
- Manages projects to improve the end-to-end process monitoring in collaboration with client entities.
- Contributes to the creation and maintenance of a data dictionary to ensure end users have a

consistent and thorough understanding of data related information;

Business Process Reengineering

- Supports business process re-engineering both from a process and an information technology approach;
- Identifies opportunities for improvements in efficiency and informs the management on any streamlining opportunities;
- Provides input for policy development, including review and analysis of issues and trends, preparation of evaluations and other research activities and studies;
- Identifies improvement opportunities and facilitates implementation of changes in service lines in collaboration with line management and staff members;
- Develops and maintains process documentation (including work instructions, SOPs, and other job aids) to facilitate awareness, understanding and consistent implementation of procedures within service lines;
- Monitors, analyzes and reports on the impact of changes introduced and results achieved;
- Consults and provides advice to internal stakeholders regarding reporting frameworks and data.

Manage the Quality Assurance and Business Intelligence Unit

- Leads and directs a team of staff and contractors including overseeing the development and maintenance of a portfolio analytics products, coordination, communication, performance management, planning and allocation of work assignments; coaching, mentoring of staff, and participation in the recruitment, selection and training of new staff;
- Organizes and/or chairs internal performance review meetings, presents data driven insights, supports and informs RSCE senior management on data related matters;
- Supports the Deputy Director RSCE in developing a comprehensive data analytics strategy and road map to ensure the full utilization of data assets, the identification of use cases and the implementation of the Secretariat General's Data Strategy.

Competencies

PROFESSIONALISM: Ability to apply well-developed conceptual and analytical skills to solve complex issues; demonstrates exploration and implementation of new ways of thinking, to support knowledge management, business intelligence and organizational performance; Ability to support business process re-engineering both from a process and an information technology approach; Ability to utilize effective negotiation, influencing and communication skills to provide well-informed advice to a range of internal stakeholders regarding reporting frameworks and data requirements; Shows pride in work and in achievements; demonstrates professional competence and mastery of subject matter; is conscientious and efficient in meeting commitments, observing deadlines and achieving results; is motivated by professional rather than personal concerns; shows persistence when faced with difficult problems or challenges; remains calm in stressful situations. Takes responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work.

COMMUNICATION: Speaks and writes clearly and effectively; listens to others, correctly interprets messages from others and responds appropriately; asks questions to clarify and exhibits interest in having two-way communication; tailors language, tone, style and format to match audience; demonstrates openness in sharing information and keeping people informed.

CLIENT ORIENTATION: Considers all those to whom services are provided to be "clients" and seeks to see things from clients' point of view; establishes and maintains productive partnerships with clients by gaining their trust and respect; identifies clients' needs and matches them to appropriate solutions; monitors ongoing developments inside and outside the clients' environment to keep informed and anticipate problems; keeps clients informed of progress or setbacks in projects; meets timeline for delivery of products or services to client.

MANAGING PERFORMANCE: Proven record of building and managing teams and creating an enabling work environment, including the ability to effectively lead, supervise, mentor, develop and evaluate staff and design training/skills enhancement initiatives to ensure effective transfer of knowledge/skills. Actively supports the development and career aspirations of staff and appraises performance fairly.

Education

Advanced university degree (Master's degree or equivalent) in business administration, management, data analytics, information technology or a related field. A first-level university degree in combination with qualifying experience may be accepted in lieu of the advanced university degree.

Job Specific Qualifications

Work Experience

A minimum of seven (7) years of progressively responsible experience in project or programme management, administration or related area is required.

Experience managing a diverse team is required.

Experience in project management is required.

Experience in performance monitoring and reporting is required.

Experience in data analysis is required.

Experience in utilizing enterprise resource planning (ERP), business intelligence systems and tools to generate automated reports is desirable.

Experience with PRINCE2 methodology in monitoring and reporting is desirable.

Languages

English and French are the working languages of the United Nations Secretariat. For the advertised post, fluency in English is required.

Assessment

Evaluation of qualified candidates may include an assessment exercise which may be followed by competency-based interview.

Special Notice

- This post is funded for an initial period of one year and may be subject to extension.
- The United Nations Secretariat is committed to achieving 50/50 gender balance in its staff. Female candidates are strongly encouraged to apply for this position.
- Staff Members are subject to the authority of the Secretary-General and to assignment by him or her. In this context, all Staff are expected to move periodically to new functions in their careers in accordance with established rules and procedures.
- At the United Nations, the paramount consideration in the recruitment and employment of staff is the necessity of securing the highest standards of efficiency, competence and integrity, with due regard to geographic diversity. All employment decisions are made on the basis of qualifications and organizational needs. The United Nations is committed to creating a diverse and inclusive environment of mutual respect. The United Nations recruits and employs staff regardless of gender identity, sexual orientation, race, religious, cultural and ethnic backgrounds or disabilities.
- An impeccable record for integrity and professional ethical standards is essential.
- For this position, applicants from the following Member States, which are unrepresented or underrepresented in the UN Secretariat as of 30 Nov 2023, are strongly encouraged to apply: Afghanistan, Andorra, Angola, Antigua and Barbuda, Bahrain, Belize, Brunei Darussalam, Cabo Verde, Central African Republic, Chad, China, Cuba, Democratic People's Republic of Korea, Djibouti, Dominica, Equatorial Guinea, Gabon, Grenada, Guinea-Bissau, Hungary, Israel, Japan, Kiribati, Kuwait, Lao People's Democratic Republic, Liberia, Libya,

Liechtenstein, Luxembourg, Madagascar, Malta, Marshall Islands, Micronesia (Federated States of), Monaco, Mozambique, Myanmar, Namibia, Nauru, Oman, Palau, Panama, Papua New Guinea, Paraguay, Qatar, Saint Lucia, Saint Vincent and the Grenadines, Samoa, San Marino, Sao Tome and Principe, Saudi Arabia, Slovenia, Solomon Islands, Somalia, South Sudan, Timor-Leste, Turkmenistan, Tuvalu, United Arab Emirates, United States of America, Vanuatu.

United Nations Considerations

According to article 101, paragraph 3, of the Charter of the United Nations, the paramount consideration in the employment of the staff is the necessity of securing the highest standards of efficiency, competence, and integrity. Candidates will not be considered for employment with the United Nations if they have committed violations of international human rights law, violations of international humanitarian law, sexual exploitation, sexual abuse, or sexual harassment, or if there are reasonable grounds to believe that they have been involved in the commission of any of these acts. The term "sexual exploitation" means any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another. The term "sexual abuse" means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions. The term "sexual harassment" means any unwelcome conduct of a sexual nature that might reasonably be expected or be perceived to cause offence or humiliation, when such conduct interferes with work, is made a condition of employment or creates an intimidating, hostile or offensive work environment, and when the gravity of the conduct warrants the termination of the perpetrator's working relationship. Candidates who have committed crimes other than minor traffic offences may not be considered for employment.

Due regard will be paid to the importance of recruiting the staff on as wide a geographical basis as possible. The United Nations places no restrictions on the eligibility of men and women to participate in any capacity and under conditions of equality in its principal and subsidiary organs. The United Nations Secretariat is a non-smoking environment.

Reasonable accommodation may be provided to applicants with disabilities upon request, to support their participation in the recruitment process.

By accepting a letter of appointment, staff members are subject to the authority of the Secretary-General, who may assign them to any of the activities or offices of the United Nations in accordance with staff regulation 1.2 (c). Further, staff members in the Professional and higher category up to and including the D-2 level and the Field Service category are normally required to move periodically to discharge functions in different duty stations under conditions established in ST/AI/2023/3 on Mobility, as may be amended or revised. This condition of service applies to all position specific job openings and does not apply to temporary positions.

Applicants are urged to carefully follow all instructions available in the online recruitment

platform, inspira, and to refer to the Applicant Guide by clicking on "Manuals" in the "Help" tile of the inspira account-holder homepage.

The evaluation of applicants will be conducted on the basis of the information submitted in the application according to the evaluation criteria of the job opening and the applicable internal legislations of the United Nations including the Charter of the United Nations, resolutions of the General Assembly, the Staff Regulations and Rules, administrative issuances and guidelines. Applicants must provide complete and accurate information pertaining to their personal profile and qualifications according to the instructions provided in inspira to be considered for the current job opening. No amendment, addition, deletion, revision or modification shall be made to applications that have been submitted. Candidates under serious consideration for selection will be subject to reference checks to verify the information provided in the application.

Job openings advertised on the Careers Portal will be removed at 11:59 p.m. (New York time) on the deadline date.

No Fee

THE UNITED NATIONS DOES NOT CHARGE A FEE AT ANY STAGE OF THE RECRUITMENT PROCESS (APPLICATION, INTERVIEW MEETING, PROCESSING, OR TRAINING). THE UNITED NATIONS DOES NOT CONCERN ITSELF WITH INFORMATION ON APPLICANTS' BANK ACCOUNTS.