

Posting Title : CHIEF, CLIENT SERVICES, P5
Job Code Title : CHIEF, CLIENT SERVICES
Department/ Office : Regional Service Centre at Entebbe
Location : ENTEBBE
Posting Period : 1 December 2020-30 December 2020
Job Opening number : 20-ADM-RSCE-145037-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 Chief RSCE and support offices through the Deputy Chief 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>.

This position is located in the Client Service Pillar at the RSCE. The Chief of the Client Services Pillar reports to the Director, RSCE.

Responsibilities

Within delegated authority, the Chief Client Services will be responsible for the following duties:

Customer service responsibilities

- Provides leadership and guidance to the Client Support Team to ensure efficient client service delivery to all RSCE clients.
- Supports the establishment of the RSCE hub-and-spoke model with client missions, working closely with mission counterparts to ensure the Client Support Units are operational.
- Ensures services are delivered to RSCE clients in line with agreed controls and procedures, Service Level Agreements (SLA) and Key Performance Indicators (KPIs).
- Contributes to the planning and implementation of the knowledge management strategy of the Centre as it relates to the Client Services Unit.
- Leads the development of the call center scripts as well as related process documentation and system enhancements.
- Monitors the implementation of the support mechanisms and enabling technologies in close coordination with Regional Field Technology Service (RFTS).

Operational responsibilities

- Contributes to the RSCE talent management programme and monitors its implementation in line with the client service unit's strategic objectives.
- Manages the performance and completes performance evaluations for direct reports in line with the overall workplan of the RSCE.
- Oversees time management processes for direct reports to ensure all tasks are executed timely and efficiently.
- Coaches and mentors the team to continuously improve performance and achieve individual and team objectives.
- Coordinates and liaises closely with key stakeholders as well as RSCE Management, as appropriate
- Reports on the operational and strategic objectives of inquiry services of the Pillar.

Customer Service Focus

- Utilizes his/her knowledge of general quality and customer services metrics to drive analysis of the activities of the Pillar and provide appropriate recommendations to Senior Management.
- Drives the implementation of a customer-centric approach based on knowledge and understanding of performance management and monitoring processes and customer survey techniques.
- Contributes to building a customer orientation culture in RSCE by implementing targeted programmes and initiatives.

General Responsibilities

- Drives the implementation of the Client Service Delivery Model (CSDM) strategy through managing client relationships.
- Reviews and provides input into drafting of the Service Level Agreements with client entities and ensures they are monitored effectively.
- Develops and implements quality monitoring, call recording and customer insights systems and processes to improve client services.

- Carries out programmatic/administrative tasks necessary for the functioning of the service lines under his/her supervision, including preparation of budgets, assigning and monitoring performance parameters and critical indicators, reporting on budget/programme performance, preparation of inputs for results-based budgeting, evaluation of staff performance (e-Performance), interviews of candidates for job openings and evaluation of candidates

Competencies

Professionalism: 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.

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.

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.

Managing Performance: Delegates the appropriate responsibility, accountability and decision-making authority; makes sure that roles, responsibilities and reporting lines are clear to each staff member; accurately judges the amount of time and resources needed to accomplish a task and matches task to skills; monitors progress against milestones and deadlines; regularly discusses performance and provides feedback and coaching to staff; encourages risk-taking and supports creativity and initiative; actively supports the development and career aspirations of staff; appraises performance fairly.

Building Trust: Provides an environment in which others can talk and act without fear of repercussion; manages in a deliberate and predictable way; operates with transparency; has no hidden agenda; places confidences in colleagues, staff members and clients; gives proper credit to theirs; follows through on agreed upon actions; treats sensitive or confidential information appropriately.

Education

Advanced University degree (Master's degree or equivalent) in business or public administration, project management, social sciences, or related field is required. A first-level university degree in combination with two (2) additional years of qualifying experience may be accepted in lieu of the advanced university degree.

Work Experience

A minimum of ten years of progressively responsible experience in a project or programme management, human resources management or related area is required.

Experience in client or customer services in an international setting is required.

Experience in a shared service center in an international organization is required.

Languages

English and French are the working languages of the United Nations Secretariat. For the advertised post, fluency in English, both oral and written is required; knowledge of French is desirable. Knowledge of another UN official language is desirable.

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.
- Staff members of the United Nations Secretariat must fulfil the lateral move requirements to be eligible to apply for this vacancy. Staff members are requested to indicate all qualifying lateral moves in their Personal History Profile (PHP) and cover letter.
- 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.

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.

The paramount consideration in the appointment, transfer, or promotion of staff shall be the necessity of securing the highest standards of efficiency, competence, and integrity. By accepting an offer of appointment, United Nations staff members are subject to the authority of the Secretary-General and assignment by him or her to any activities or offices of the United Nations in accordance with staff regulation 1.2 (c). In this context, all internationally recruited staff members shall be required to move periodically to discharge new functions within or across duty stations under conditions established by the Secretary-General.

Applicants are urged to follow carefully all instructions available in the online recruitment platform, *inspira*. For more detailed guidance, applicants may refer to the Manual for the Applicant, which can be accessed by clicking on "Manuals" hyper-link on the upper right side 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.