

Posting Title : SENIOR ADMINISTRATIVE OFFICER (Service Delivery Manager, Staff Travel, Claims, Education Grant). P5, P5  
Job Code Title : SENIOR ADMINISTRATIVE OFFICER  
Department/ Office : Regional Service Centre at Entebbe  
Location : ENTEBBE  
Posting Period : 10 March 2021 - 23 April 2021  
Job Opening number : 21-ADM-RSCE-151274-R-ENTEBBE (M)  
Staffing Exercise : N/A

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

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### **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 United Nations Regional Service Centre, Entebbe. The Incumbent will serve as Service Delivery Manager, Staff Travel, Claims and Education Grants and will report to the Director of the Regional Service Centre, Entebbe.

### **Responsibilities**

Within delegated authority, the Senior Administrative Officer will be responsible for the following duties:

#### Service Delivery:

- Manages, supervises and carries out the work programme for staff travel, Claims and education grant submissions and claims.
- Achieves RSCE key performance indicators (KPIs) and all Service catalogue components included in the Service Level Agreement (SLA) in the areas of travel, claims and education grant.
- Ensures that the outputs produced by the service lines under his/her supervision maintain high-quality standards;
- Prepares inputs for the work plan of the service lines under his/her supervision, determining priorities and allocating resources for the completion of outputs and their timely delivery;
- 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;
- Optimizes process, policy, and system for the operations of the Service Line as required;
- Implements corrective/satisfaction improvement actions as required.

#### General:

- Acts as adviser on management matters pertaining to human resources, budgeting, financial and general administration.
- Ensures development, preparation, coordination and monitoring of work plans, strategies and programmes for the administrative activities of the Mission and takes the lead in securing the required human and financial resources.
- In cooperation with other offices of the RSCE, plans and forecasts the personnel, financial and logistical requirements of all the RSCE components.
- Exercises budgetary and administrative control.
- Certifies RSCE expenditure as the delegation of authority granted by the UN Controller. Reports on all administrative, logistical and financial matters.
- Drafts guidelines, reports and correspondence on a wide range of issues for the Director of RSCE and ensures that all relevant UN rules and regulations and policies are adhered to.
- Drafts responses to correspondence required from the Office of the Director of RSCE on administrative/policy documents.
- Provides advice and assists supervisors on areas of problem solving and dealing with ad-hoc issues that arise and undertakes tasks and special projects, such as Security/Evacuation Plan, welfare activities, etc as requested.
- Undertakes evaluation of support provided by the Office of the Director of RSCE to the various parts of the RSCE.
- Monitors implementation of Audit/Board of Inquiry recommendations.
- Reviews all audit observations submitted and drafts appropriate responses in consultation with the Director of RSCE.
- Represents the Director of RSCE in various standing Boards and Committees, such as Property Survey Board (PSB), Claims Review Board (CRB), and may act as alternate/ Chairperson of the Local Committee on Contracts.

- Performs other duties, as assigned.

### **Competencies**

Professionalism – Ability to identify issues, analyze and formulate opinions, make conclusions and recommendations on complex human resources policy and development issues; 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.

Accountability – Takes ownership of all responsibilities and honours commitments; delivers outputs for which one has responsibility within prescribed time, cost and quality standards; operates in compliance with organizational regulations and rules; supports subordinates, provides oversight and takes responsibility for delegated assignments; takes personal responsibility for his/her own shortcomings and those of the work unit, where applicable.

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 – 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.

Empowering Others – Delegates responsibility, clarifies expectations, and gives staff autonomy in important areas of their work; encourages others to set challenging goals; holds others accountable for achieving results related to their area of responsibility; genuinely values all staff members' input and expertise; shows appreciation and rewards achievement and effort; involves others when making decisions that affect them.

### **Education**

Advanced university degree (Master's degree or equivalent) in business or public administration, human resources management, finance, accounting, or related field is required. A first-level university degree with two additional years of qualifying experience may be accepted in lieu of an advanced university degree.

### **Work Experience**

At least 10 years of progressively responsible experience in human resources, budget, finance

or general administration is required.

Hands-on experience with United Nations administrative/financial policies and practices, or similar international organization, is desirable.

Experience in a United Nations shared service center, or similar international organization, for field support, is desirable.

Experience in handling complex organizational issues at the international level is desirable.

### **Languages**

English and French are the working languages of the United Nations Secretariat. For the position advertised, fluency in English (both oral and written) is required. A working knowledge of French is desirable.

### **Assessment**

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

### **Special Notice**

- Appointment or assignment against this position is for an initial period of one year.
- 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 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.
- An impeccable record for integrity and professional ethical standards is essential.

### **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.