

Posting Title : SENIOR ADMINISTRATIVE OFFICER, P5
Job Code Title : SENIOR ADMINISTRATIVE OFFICER
Department/ Office : Regional Service Centre at Entebbe
Location : ENTEBBE
Posting Period : 13 July 2022-26 August 2022
Job Opening number : 22-ADM-RSCE-184803-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 Office of Chief, Benefits and Payroll Section. The Senior Administrative Officer, Service Delivery Manager reports to the Director RSCE.

Responsibilities

Manages the delivery of service by the Benefits and Entitlements Pillar according to the

Service Level Agreement and the RSCE KPIs (Key Performance Indicators). Oversees Onboarding and Separation, International and National Staff Benefits and Payroll, Uniformed Personnel and UNV Entitlements. Plans, organizes, and monitors resources allocation and performance management to ensure optimum service delivery and client satisfaction.

Under the direct supervision of the Director RSCE, the Service Delivery Manager (Benefits and Entitlements) will perform the following duties.

Service Delivery

- Determines and coordinates, the work programme of the service lines under his/her responsibility.
- Achieves RSCE's key performance indicators (KPIs) and all Service Level Agreements (SLAs) component for each RSCE projects/ programmes/ operations.
- Ensures that the outputs produced by the service lines under his/ her supervision maintain high quality standards.
- Prepares inputs for the work programme 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 projects/ programmes/ operations as required.
- Implements corrective/ satisfaction improvement actions as required.

Support to the Reengineering process:

- Support the overall RSCE Business Process Improvement Initiative, including providing critical input to the design of workflows in the service lines.
- Draft and/ or provide inputs to work instructions and to SOPs that support the accurate processing in the RSCE.
- Provide input to the compliance monitoring functions and advise on the best approach to optimize service delivery.

Performance Management

- Recruits staff for the service lines under his/her supervision, taking due account of geographical and gender balance and other institutional values.
- Manages, guides, develops and trains staff under his/her supervision.
- Fosters teamwork, communication and client orientation among staff in the service lines under his/her supervision and across organizational boundaries.
- Ensures performance benchmarks are understood and met by staff under his/her supervision.

Client relationship management

- Maintains close contact with the Mission RSCE focal points and other mission technical leaders to ensure solid understanding of Mission priorities and objectives for RSCE.

- Achieves customer satisfaction objectives as measured by RSCE performance surveys.
- Actively support Client Orientation approach to Service Delivery.
- Ensures continuous engagement with Clients.

Support to change management programme:

- Proposes and implements change management in projects/programmes/operations to achieve and improve results.
- Actively help stakeholders to accept and embrace changes in their business environment.

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. Provides leadership and takes responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work; demonstrates knowledge of strategies and commitment to the goal of gender balance in staffing.

Teamwork - Works collaboratively with colleagues to achieve organizational goals; Solicits input by genuinely valuing others' ideas and expertise; is willing to learn from others; Places team agenda before personal agenda; Supports and acts in accordance with final group decision, even when such decisions may not entirely reflect own position; Shares credit for team accomplishments and accepts joint responsibility for team shortcomings.

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.

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.

Judgement/decision making: Identifies the key issues in a complex situation, and comes to the heart of the problem quickly. Gathers relevant information before making a decision. Considers positive and negative impacts of decisions prior to making them. Takes decisions with an eye to the impact on others and on the Organization. Proposes a course of action or makes a recommendation based on all available information. Checks assumptions against facts. Determines that the actions proposed will satisfy the expressed and underlying needs for

the decision. Makes tough decisions when necessary.

Education

Advanced university degree (Master's degree or equivalent) in Business or Public Administration, Human Resources Management, Finance, Accounting, or related area is required.

A first-level university degree, with 12 years of qualifying experience may be accepted in lieu of the advanced university degree.

Job Specific Qualifications

Human Resources training required

Leadership or Executive Management training, desirable

Work Experience

A minimum of ten (10) years' experience in administration, management, human resources, budget, information technology, communication or related field is required.

A minimum of five (5) years management experience with responsibilities in either human resources or financial management is required.

Previous experience in UN common system field operations (peacekeeping missions, political missions, or UN Agencies, Funds, and Programmes), or in similar international organization or non-governmental organization is desirable.

Previous or current experience providing services to large entities across several duty stations is desirable.

Languages

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

- 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.

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.