Posting Title	:	Management and Programme Analyst (Chief Quality Assurance and Business Intelligence), P4
Job Code Title	:	Programme Management Officer, Administration
Department/ Office	:	Regional Service Centre at Entebbe
Location	:	ENTEBBE
Posting Period	:	25 October 2019-31 October 2019
Job Opening number	:	19-ADM-RSCE-125873-F-ENTEBBE (M)
Staffing Exercise	:	N/A

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

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Org .Setting And Reporting

This position is located in the Regional Service Centre, Entebbe, and the incumbent reports to the Deputy Chief, RSCE. 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.

The RSCE employs a Service Delivery Module which has a Service Line approach; this serves to offer improved performance with:
- A process-based approach better suited for high volume transactions (as at the RSCE)
- Standardized service delivery with equivalent outcomes for all client missions
- Continuous focus on improving the overall performance of the process

It emphasizes on a higher client satisfaction rather than functional requirements, which are demonstrated mainly by a faster processing time for transactions. It also serves to strengthen accountabilities by:
- Clearly defined service delivery expectations linked to roles and responsibilities established with in the service level agreements
- Increased ownership of end-to-end processes and KPIs

Responsibilities

Within delegated authority, the Management and Programme Analyst (Chief Quality Assurance and Business Intelligence) will be responsible for the following duties:

Performance Reporting
•Identify 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.

•Liaise with technical teams (including information and communications technology / ICT colleagues outside the RSCE) to develop automated reports generated from relevant systems (FSS, iNEED, Umoja, etc);

•Ensure timely completion and publication of the RSCE monthly report, liaising with service line managers and the Chief RSCE to incorporate feedback and analysis from line operations;

•Provide 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;

•Assist in the developing the action plan utilized by the clients to manage change.

•Coordinate periodic surveys with internal and external stakeholders; review, analyze and report on key findings; and prepare / present recommendations for improvement.

Business Intelligence

•Develop the related methodologies, and where required tools, for calculating the performance of the RSCE services in order to enable accurate reporting;

•Collaborate with counterparts in UNHQ in order to define business intelligence solutions;

•Serve as focal point for system change requests that will improve efficiency and productivity with the RSCE Service Lines;

•Design and manage the Business Intelligence tools and applications environment

•Investigate Business Intelligence query objects for end users and troubleshoots Business Intelligence problems;

•Educate and facilitate an understanding and commitment to business Intelligence processes and procedures, across RSCE, to ensure information is recognized and utilized as assets.

•Create new reports and report templates and modify existing report parameters.

•Assist in the activities related to budget preparation including progress reports, projections and performance data.

•Organizes and prepares written outputs for various key stakeholders.

Business Process Reengineering

•Support business process re-engineering both from a process and an information technology approach;

•Identify opportunities for improvements in efficiency and informs the management on any streamlining opportunities accordingly through monthly reporting;

•Provides input for policy development, including review and analysis of issues and trends, preparation of evaluations and other research activities and studies.

•Oversee the project of re-engineering the RSCE service lines in alignment with changes in

policies, information technology systems and other changes introduced to improve efficiency and service quality;

•Ensure timely completion of all milestones and deliverables an provide regular status updates to senior management on progress achieved, activities planned and issues / challenges encountered;

•Identify improvement opportunities and facilitate implementation of changes in service lines in collaboration with line management and staff members;

•Develop and maintain process documentation (including work instructions, SOPs, and other job aids) to facilitate awareness, understanding and consistent implementation of procedures within service lines

•Monitor, analyze and report on the impact of changes introduced and results achieved;

•Identify and translate business requirements into system solutions in collaboration with key stakeholders;

•Contribute to the design of reporting interfaces and to information management policies and procedures to ensure effective data governance;

•Contribute to data dictionary to ensure end users have a consistent and thorough understanding of data related information;

•Consult and provide advice to internal stakeholders regarding reporting frameworks and data

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 functioning; 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, taking steps to ensure that it is properly understood and appropriately exploited; 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, economics or a related field. A first-level university degree in combination with qualifying experience may be accepted in lieu of the advanced university degree.

Work Experience

A minimum of seven (7) years of progressively responsible experience in project or programme management, administration or related area is required.
Experience in project management is required.
Experience in performance monitoring and reporting is required.
Experience in data analysis is required.
Experience in business process improvement 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 UN Secretariat, Fluency in English is required. Knowledge of French is desirable.

Assessment

Previously rostered candidates are not subject to any further assessment and as such, will not be invited for such an assessment.

Special Notice

This "Recruit from Roster" job opening is only open to roster applicants who are already placed on pre-approved rosters, following a review by a United Nations Central Review Body. Only roster applicants who were placed on rosters with similar functions at the same level are considered to be eligible candidates. Eligible applicants receive an email inviting them to apply. Rostered applicants are encouraged to apply only if they are interested and available to take up the position at the duty station/s specified in the Job Opening. Applying to this job opening carries an expectation to accept the offer, if selected.

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.

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.