



Job Opening Reference: RSCE/TJO/004/09-2018

Issuance Date: 29 September 2018

Deadline Date: 12 October 2018

Type of contract: Temporary Appointment

Duration: 6 months (further extension subject to successful performance and extension of mandate)

Department: RSCE

Scheduled date for taking up appointment: ASAP

Title: Strategy and Planning Manager / Programme Officer	Grade: NO-C	Duty Station: Entebbe, Uganda
<u>PLEASE NOTE THAT THIS IS A LOCALLY-RECRUITED POSITION, RESTRICTED TO UGANDAN NATIONALS AND/OR LEGAL RESIDENTS OF UGANDA</u>		
Women are strongly encouraged to apply		

- Qualified female candidates will be given priority for selection (DPKO Under-Secretary General's Policy Statement on Gender Mainstreaming).

Organizational Setting and Reporting Relationship.

This position is located in the Regional Service Centre Entebbe (RSCE). The Programme Officer at this level reports to the Chief of Client Service Pillar.

1. Main Duties and Responsibilities:

Within delegated authority, the Programme Officer will carry out the following duties:

- Contribute to the development of wider RSCE strategies and policies ensuring that operational realities inform planning;
- Promote and deploy RSCE corporate initiatives and strategies;
- Develop plans to implement strategies and analyze proposals;
- Provide support and insight into significant organizational changes (e.g. shift in strategic focus);
- Develop forecasts and analytical models for the customer relationship unit;
- Coordinate activities of the results management office;
- Build productive relationships with client missions and other stakeholders;
- Take the lead to ensure that evaluation, audit and compliance recommendations are efficiently implemented;
- Develop and maintain appropriate emergency preparedness plans and activities to ensure readiness and ability to take timely and appropriate actions in the event of emergency.

Customer Service Responsibilities

- Deliver service in line with agreed controls and procedures and SLAs and KPIs;
- Participate in continuous improvement opportunities (both system and procedural).

Managerial Responsibilities

- Assist the head of the pillar in identifying the right staff for the pillar;

- Oversees performance management processes and completes performance evaluations for direct reports;
- Oversees time management processes (e.g., time approval, scheduling, etc.)
- Manage, coach and mentor the team to continuously improve performance and achieve individual and team objectives
- Coordinates and liaises closely with key stakeholders as well as operations management as appropriate
- Reporting on the operational and strategic objectives of the unit
- Perform other duties as and when required by the Supervisor.

2. Competencies:

- **Professionalism:** Knowledge of procurement policies, processes and procedures generally and, in particular, those related to the purchase of supplies and services. Knowledge of financial rules and regulations and ability to research and gather information from a variety of standard sources and to apply good judgment in the context of assignments given. 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.
- **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.

3. Qualifications required to perform the assigned duties of the post.

Education

- Advanced University degree in Economics, International Development, Social Sciences, **public administration, business administration** or other relevant field, or First University degree with **two (2)** additional years of related work experience and/or advanced training/courses.

Work Experience

- A minimum of five (5) years of progressively responsible experience in a strategic planning function, programme management, public administration or related area is required.
- In case of a Bachelor's Degree a minimum of seven (7) years progressively responsible experience in a customer service function, programme management, public administration or related area is required.
- Experience working in a United Nations common system field operation (inclusive of peacekeeping, political missions and UN agencies, funds and programmes) – or similar international organization or non-governmental organization - in a conflict or post-conflict setting is desirable.

- Experience in a shared service center is desirable.

Languages

- English and French are the working languages of the United Nations Secretariat. For the post advertised, fluency in oral and written English is required.
- Knowledge of another official United Nations language is an advantage.

ADDITIONAL IMPORTANT COMMENTS.

Please note that failure to comply with the below will render your application invalid for this process.

1. All applicants must apply using a Personal History Profile generated from INSPIRA (visit <https://inspira.un.org>) as soon as possible after the job opening has been posted and well before the deadline stated in the job opening.
2. All applications must be accompanied by the following which MUST be provided at the time of submission:
 - Signed Personal History Profile (PHP) as generated from INSPIRA (visit <https://inspira.un.org> to generate an account and the PHP) submitted as a PDF or JPEG attachment to the document.
 - Latest performance evaluation report (for internal UN Candidates).
 - Copy of High School Diploma.
 - Copies of other relevant certificates and diplomas.
3. PLEASE NOTE THAT ONLY APPLICATIONS SUBMITTED TO THE EMAIL ADDRESS: rsce2-recruitment@un.org WILL BE CONSIDERED. NO HAND-DELIVERED APPLICATIONS WILL BE ACCEPTED.
4. PLEASE ENTER THE REFERENCE OF THE JOB OPENING IN THE SUBJECT LINE OF YOUR E-MAIL.
5. Evaluation of qualified candidates will include an assessment exercise which may be followed by competency-based interview.
6. Each applicant must bear in mind that submission of incomplete or inaccurate applications will render that applicant ineligible for consideration for the job opening. Initial screening and evaluation of applications will be conducted on the basis of the information submitted. Applications cannot be amended following submission.
7. This position is funded for an initial period of one year and may be subject to extension. The position is OPEN TO NATIONALS OF UGANDA AND / OR LEGAL RESIDENTS OF UGANDA ONLY.
8. PLEASE NOTE THAT ONLY SHORTLISTED CANDIDATES WILL BE CONTACTED FURTHER.