

# United Nations JPO Programme



## TERMS OF REFERENCE 21P235

### Junior Professional Officer (JPO)

#### **I. General Information**

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Title: JPO in Programme Management and Business Analytics

Sector of Assignment:

Administration (Human Resources Management, Travel, Finance)

Organization/Office:

Year 1: United Nations Regional Service Centre Entebbe (RSCE), Office of the Deputy Director, Quality Assurance and Business Intelligence Unit

Year 2: United Nations Department of Operational Support (DOS), Office of Support Operations, Programme Management and Business Analytics Section

Duty Station:

Year 1: Entebbe, Uganda

Year 2: New York, USA

[Non-Family Duty Station: Entebbe: No / New York: No]

Duration:

1 year (with possible extension for another year)

Extension of appointment will be subject to yearly review of priorities, availability of funds, and satisfactory performance

\*A change of duty station is foreseen for the second year serving in the Department of Operational Support in United Nations headquarters based in New York. The JPO would move to the Programme Management and Business Analytics Section of the Human Resources Services Division performing similar duties to those described below.

#### **II. Supervision**

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Direct Supervision by:

Year 1: Chief, Quality Assurance and Business Intelligence Unit, Office of the Deputy Chief (RSCE)

Year 2: Chief, Programme Management and Business Analytics Section, Human Resources Services Division (DOS)

Content and methodology of supervision:

- Induction: During the first week the Junior Professional Officer (JPO) will be provided an induction program outlining the functions of the RSCE, an overview of its client missions, and relationship with DOS, including introduction to counterparts at headquarters.
- Work Plan: During the first month of the assignment, the Junior Professional Officer (JPO) will establish a work plan jointly with his/her direct supervisor. The final work plan will be discussed and mutually agreed

to by the JPO and his/her supervisor.

- Evaluation: The United Nations Performance Evaluation System (e-performance) will serve as a primary platform to evaluate of the JPO's performance.

The yearly evaluation would be completed after the first year of service with close performance monitoring and appraisal as required. Ongoing discussions will take place between the supervisor and supervisee throughout the reporting period regarding tasks to be performed. The incumbent will be given continuous professional feedback, guidance, training, and mentoring by the supervisor. The JPO will also be expected to attend a weekly meeting with all members of the Unit in addition to regular meetings with the Supervisor to discuss work assignments.

### **III. Duties, Responsibilities and Output Expectations**

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Under the direct supervision and guidance of the supervisor, the JPO will be responsible to perform the following tasks and duties for the projects to which he/she will be assigned:

- Support Business Process Analysis (BPA) of administrative and support functions managed by the RSCE with a view to understanding the processes and improving the efficiency and effectiveness of its operations;
- Develop process maps and models depicting current (as-is) and future (to-be) end-to-end processes;
- Support the definition, measurement, analysis, and improvement of operational support processes with the objective to develop options that enable greater efficiency and quality of the RSCE's operations;
- Contribute to designing surveys and conducting assessments (qualitative and quantitative) of service operations to measure and analyze business processes and identifying opportunities for improvement of support functions to peace operations and other client missions;
- Write or update procedure documents (e.g., work instructions / standard operating procedures) for service delivery areas;
- Conduct stakeholder interviews and facilitate workshops;
- Support with the establishment and analysis of Monitoring and Evaluation (M&E) frameworks and Key Performance Indicators (KPI) to enable results-based measurement and evaluation of operational support processes in the areas of travel, finance, and human resources;
- Capture and analyze data as well as develop reports for senior management on key performance indicators (KPIs) and other related areas;
- Contribute to the design of KPI dashboards in the business intelligence tool (e.g., Microsoft Power BI, SAP Business Objects, etc.), including requirements gathering and documentation support;
- Contribute to project portfolio management activities including preparing data and documentation, coordinating and liaising with project managers and other stakeholders as needed;
- Provide input and support to internal capacity building activities;
- Assist in communication and reporting activities, as required; and
- Undertake any other relevant tasks assigned by the supervisor in the incumbent's area of expertise.

### **IV. Qualifications and Experience**

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Education:

Advanced university degree (master's level or equivalent) in business management, public administration, engineering, computer science or another relevant field.

Work experience:

At least two years of professional or management consulting experience in monitoring and evaluation, business process analysis / improvement, strategic planning, performance management / measurement, or organizational change. Experience in international organizations/corporations or public administration is considered an asset.

Languages:

Fluency in oral and written English is required; knowledge of French would be an asset.

Other skills:

- Experience and/or certification in project management and process improvement is highly desirable;
- Strong quantitative and qualitative analytical skills;

- Good interpersonal and communication skills; presentation and facilitation skills; and customer and stakeholder relationship management skills;
- Excellent working knowledge of Microsoft Office, including Word, PowerPoint; Advanced knowledge of Excel including the ability to generate reports, use spreadsheets, graphing, pivot tables, calculations, and automation to process large quantities of data relevant to business tasks.
- Experience using business intelligence tools or statistical software (e.g., Microsoft Power BI, SPSS, SAP Business Objects) would be an asset; and
- Experience working with an administrative function (e.g., human resources, finance, travel, supply chain, information technology) or in management consulting (e.g., process improvement, monitoring and evaluation, etc.) would be an asset.

### **UN 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

**PLANNING & ORGANIZING:** Develops clear goals that are consistent with agreed strategies; Identifies priority activities and assignments; adjusts priorities as required; Allocates appropriate amount of time and resources for completing work; Foresees risks and allows for contingencies when planning; Monitors and adjusts plans and actions as necessary; Uses time efficiently

**TECHNOLOGICAL AWARENESS:** Keeps abreast of available technology; Understands applicability and limitations of technology to the work of the office; Actively seeks to apply technology to appropriate tasks; Shows willingness to learn new technology

### **Workforce Diversity**

The United Nations believes that an inclusive culture attracts the best talent and encourages all qualified applicants, regardless of gender, disability, sexual orientation, cultural or religious backgrounds, to apply.

### **V. Learning Elements**

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On completion of the assignment, the JPO will have:

- An excellent understanding of the UN Secretariat, its structure, and its on-going management reform in administration;
- An in-depth knowledge of the challenges of implementing change programs in a multicultural environment / large international organization;
- An in-depth understanding of best-practices in administrative service delivery and running projects in a highly diverse and globally distributed organization supporting peace operations;
- An in-depth understanding of qualitative and quantitative benefits tracking and the use of data to support business process improvement and quality assurance efforts;
- A comprehensive knowledge of the applicable UN guidelines, policies and procedures, particularly in multiple areas of administration.

## VI. Background Information

The RSCE is a shared service centre based in Entebbe, Uganda which consolidates administrative and support functions previously located in various peacekeeping and special political missions in a less volatile, more family friendly regional location, with the goal of providing efficient, client-orientated and scalable services while reducing the missions' footprints to UN field missions across Africa. The RSCE currently provides a full range of administrative, logistics and information and communications technology services to nineteen client missions in Africa, representing over 77% of all UN peacekeeping and special political missions worldwide.

The Centre is governed by a Steering Committee led by the Assistant Secretary-General for Support Operations and the Directors from the Department of Operational Support which is responsible for providing strategic guidance and oversight. In addition, the Directors and Chiefs of Mission Support of the RSCE's Client Board provide expert advice to the Director RSCE, including strengthening client management and engagement.

The JPO will be placed in the Office of the Deputy Director, Quality Assurance and Business Intelligence Unit, reporting to the Unit Chief. The JPO will participate in projects ongoing in the RSCE that involve planning, business and data analysis, facilitation of workshops / meetings organized for joint problem solving, and reporting and communications. In this regard, the incumbent will be responsible for providing efficient, timely, responsive and high-quality project support to the RSCE, including:

- Detailed planning to ensure that all process improvement projects are managed in an efficient and effective manner;
- Development of project deliverables in consultation with all relevant stakeholders (to increase ownership and buy-in for changes); and
- Innovative and effective contributions to all process improvement and change management efforts.

After an initial year at the RSCE in Entebbe, the JPO will have an opportunity to spend a year in UNHQ in the Department of Operational Support performing similar duties in the Programme Management and Business Analytics Section of the Human Resources Services Division. This arrangement is subject to available funding, exigencies of services, and satisfactory performance of the JPO.

A simplified organigram outlining the structure of RSCE is provided below.

