



UNITED NATIONS DEVELOPMENT PROGRAMME - JOB DESCRIPTION

I. Position Information

Job Title: Operations Manager	Grade Level: NOC	Position Number: 214081
Department: Operations	Bureau: RBAP	Position designation: with no mobility requirement
Reports to: Deputy Resident Representative	Direct Reports: UNDP Country Office Operations staff	Duty Station: Tehran, IRAN

Career Track: Professional/Expert
Career Stream: Corporate Operations
Contract Modality: FTA Local
Contract Duration: (1 year FTA, etc.)

II. Background and Organizational Context

UNDP as a Global Organization: UNDP works to support achievement of its strategic objectives to create a world where people and planet thrive together, and to help the Country Offices act with both ambition and scale to address urgent climate and other environmental challenges of global, regional and national level.

UNDP in Iran: In I.R. Iran, UNDP has been working since 1966 to contribute to fulfil the country's development aspirations – as a partner of the Government of Iran. UNDP has also been engaging closely with other development partners, such as academic institutions and the private sector, by providing knowledge products, policy and technical assistance, and innovative development solutions, for more than 50 years. Connecting to UNDP Global network of expertise and South-South cooperation are an integral part of our work. UNDP is committed to helping Iran achieve the National Development Goals (NDP) and the Global Goals (SDG) as articulated in the Country Programme Document. Against this backdrop, UNDP fulfills its development mandate by developing and implementing projects, mobilizing resources in the following three areas: Environmentally Sustainable Development, Health and Development, and Resilient Economy (socio-economic). UNDP also delivers on its 'integrator' role, engaging with the UN Resident Coordinator Office, sister UN agencies and other – public and private – partners. UNDP, given its broad mandate and capacity, adopts a broad, 'system-view' perspective in the analysis and in the design of innovative and sustainable solutions to a broader range of development challenges under the purview of the entire UN development system in Iran. UNDP takes forward the existing portfolio and builds on it to take different ongoing initiatives to scale.

III. Position Purpose

Under the overall guidance of the Resident Representative (RR) and direct supervision of the Deputy Resident Representative (DRR), the Operations Manager acts as an advisor to Senior Management on all aspects of Country Office (CO) management and operations. This includes strategic management of financial and human resources, efficient procurement and logistical services, ICT and common services consistent with UNDP rules and regulations. The Operations Manager's main role is to lead, constantly evaluate, and adjust the operations of the Country Office to ensure consistent services delivery and smooth functioning of the CO programmes and projects.

The Operations Manager leads and guides the (CO) Operations Team and fosters collaboration within the team, and with programme staff and other UN Agencies using a client-oriented approach. The Operations Manager works in close collaboration with programme and project teams in the CO, Operations staff in other UN Agencies, UNDP HQ staff and Government officials to successfully deliver the country programme.

UNDP adopts a portfolio approach to accommodate changing business needs and leverage linkages across interventions to achieve its strategic goals. Therefore, UNDP personnel are expected to work across units, functions, teams, and projects in multidisciplinary teams in order to enhance and enable horizontal collaboration.

IV. Key Duties and Accountabilities

1.) As a member of the CO management team, ensures ***the strategic direction of operations.***

Example of Duties:

- Ensure full compliance of operations with UN/UNDP rules, regulations, policies, and Internal Control Framework (ICF).
- Implement corporate operational strategies. Establish management targets (BSC); and regularly monitor office performance indicators for achievement of results. Take timely corrective actions when required.
- Establish collaborative arrangements with potential partners and a client management system for appropriate management of partnerships and resource mobilization purposes.
- Ensure mapping of CO business processes, and establishment of internal Standard Operating Procedures (SOPs) for Finance, Human Resources Management, Procurement, ICT, Logistic, Protocol, Travel and Transportation Management Services.
- Support senior management in identifying and overseeing risks to ensure dynamic and effective risk management in the CO and to make more risk-informed and timely decisions. Monitor and analyze the operating environment; undertake risk analysis related to operations for discussion with the DRR and RR, as appropriate; and make timely readjustment of operations services, considering advice on legal considerations.
- Ensure systematic adherence to UNDP policies, procedures, and corporate guidance on enterprise risk management in the CO and at the project level. Participate in the appraisal of projects to provide operational input that includes formulating risk management plans and anticipating cost of risks during the project design phase.
- Ensure relevant colleagues and stakeholders from both programme and operations are consulted in the identification, costing, and management of risks for the programme, all projects, and portfolios in the office/unit when applicable.
- Ensure knowledge building and sharing about management and operations in the CO, coordination of staff learning needs, and consolidation of lessons learnt/best practices.
- Provide sound contributions to UNDP knowledge networks and communities of practice.

2.) Ensure effective, risk-informed, and accurate ***financial resources management and supervision of the Finance team.***

Example of Duties:

- Ensure proper planning of CO financial resources, tracking and recording of expenditures in compliance with IPSAS, and audit of financial resources, including extra-budgetary income in accordance with UNDP rules and regulations.
- Oversee the contributions management business process and accounting for contributions to ensure that the money due to UNDP is properly identified, consistently and uniformly classified, recorded on a timely basis, and received with sufficient supporting documentation.
- Perform appropriate delegations in ERP for voucher and Treasury transactions approvals and bank reconciliation. Approve bank reconciliations and pending disbursements as the “third authority” (cheques, bank transfers, EFT).
- Organize cost-recovery mechanisms for CO services provided to projects and UN Agencies that includes ensuring timely preparation of proforma invoices for UN agencies.

	<ul style="list-style-type: none"> • Organize and provide oversight of CO cash management processes, including liquidity management, recommendation of imprest level, risk assessment, bank relationship management; timely accounting and reconciliation of all transactions, and security for cash assets on site. • Monitor financial exception reports for unusual activities and/or transactions; and investigate anomalies or unusual transactions. Ensure appropriate CO and UNDP HQ staff are informed of the results of the investigation when satisfactory answers are not obtained. • Serve as member of bank signatory panel. • Ensure transaction and stop payment approval on internet banking system. • Ensure all financial transactions are identified, recorded, and verified in compliance with IPSAS as outlined in the corporate policies and procedures
<p>3.) Ensure strategic human resources management and supervision of the HR team.</p>	
<p>Example of Duties:</p>	<ul style="list-style-type: none"> • Ensure CO compliance with corporate human resources policies and strategies. • Advise on optimal staffing of the office and projects. • Provide oversight for recruitment processes and appropriate use of different contractual modalities in accordance with UNDP rules and regulations. • Establish and maintain proper performance management and staff development systems, ensuring staff access to role appropriate learning activities.
<p>4.) Ensure provision of efficient procurement, logistical and administrative services, and supervision of the Procurement team.</p>	
<p>Example of Duties:</p>	<ul style="list-style-type: none"> • Ensure CO compliance with corporate rules and regulations related to procurement and logistics. • Develop CO procurement strategies including sourcing, supplier selection and evaluation, quality control, customer relationship management, and supplier performance evaluation system. • Develop CO procurement plan and ensure proper contract management, anticipating potential litigations. • Oversee procurement processes and logistical services in compliance with procurement principles and guidelines. • Ensure proper management of UNDP assets, facilities and logistical services, and administrative services, including full compliance with IPSAS during purchasing, utilization and disposal of the CO's assets.
<p>5.) Ensure forward-looking information and communication management and supervision of ICT team.</p>	
<p>Example of Duties:</p>	<ul style="list-style-type: none"> • Ensure ERP functionality is used for improved business results and improved client services. • Identify opportunities and ways of converting business processes into web-based systems to address the issues of efficiency and full accountability. • Maintain a secure, reliable infrastructure environment for ICT and adequate planning for disasters and recoveries. Update the ICT Disaster Recovery Plan regularly.

	<ul style="list-style-type: none"> Identify and promote different systems and applications for optimal content management, knowledge sharing, information provision and learning including e-registry and web-based office management system, etc.
6.) Ensure proper common services management and establishment of strong collaboration with other UN Agencies.	
Example of Duties	<ul style="list-style-type: none"> Elaborate strategic approach for implementation of common services in line with the latest developments in common services and best practices. Ensure proper planning and tracking of common services budget and of Agencies' contributions to the common services account. Contribute to Operations Management Team (OMT) activities including the area of risk management.
Supervisory/Managerial Responsibilities: Supervise and manage UNDP Country Office operations staff	
V. Requirements:	
Education	
<ul style="list-style-type: none"> Advanced university degree (master's degree or equivalent) in Business Administration, Public Administration, Finance, Economics, or related field is required, or A first-level university degree (bachelor's degree) in combination with an additional two years of qualifying experience will be given due consideration in lieu of the advanced university degree. 	
Experience, Knowledge, and Skills	
<ul style="list-style-type: none"> Minimum of 5 years (with master's degree) or 7 years (with bachelor's degree) of relevant experience at the national or international level in providing management advisory services and/or managing operational systems and establishing relationships with international organizations and national governments. Experience in engagement with high level officials from the government and private sector is a strong advantage. Past experience in working in diverse settings and managing diverse teams is a strong advantage. Experience in the use of computers, office software packages (MS Word, Excel, etc.), and web-based management systems such as ERP. Experience and good knowledge of accrual accounting, IPSAS or IFRS is highly desirable. Certification in finance, procurement, or other operations area is an asset. 	
Language Requirements:	
<ul style="list-style-type: none"> Fluency in the UN language of the duty station is required. Fluency in the national language of the duty station is required for local staff. Knowledge of another UN language is desirable. 	
Expected Demonstration of Competencies	
Core	
Achieve Results	LEVEL 3: Set and align challenging, achievable objectives for multiple projects, have lasting impact
Think Innovatively	LEVEL 3: Proactively mitigate potential risks, develop new ideas to solve complex problems
Learn Continuously	LEVEL 3: Create and act on opportunities to expand horizons, diversify experiences

Adapt with Agility	LEVEL 3: Proactively initiate and champion change, manage multiple competing demands
Act with Determination	LEVEL 3: Think beyond immediate task/barriers and take action to achieve greater results
Engage and Partner	LEVEL 3: Political savvy, navigate complex landscape, champion inter-agency collaboration
Enable Diversity and Inclusion	LEVEL 3: Appreciate benefits of diverse workforce and champion inclusivity

People Management

UNDP People Management Competencies can be found in the dedicated [site](#).

Cross-Functional & Technical competencies

Thematic Area	Name	Definition
<i>Business Direction & Strategy</i>	System Thinking	<ul style="list-style-type: none"> Ability to use objective problem analysis and judgement to understand how interrelated elements coexist within an overall process or system, and to consider how altering one element can impact on other parts of the system
<i>Business Direction & Strategy</i>	Strategic Thinking	<ul style="list-style-type: none"> Ability to develop effective strategies and prioritized plans in line with UNDP's objectives, based on the systemic analysis of challenges, potential risks and opportunities; linking the vision to reality on the ground, and creating tangible solutions. Ability to leverage learning from a variety of sources to anticipate and respond to future trends; to demonstrate foresight in order to model what future developments and possible ways forward look like for UNDP
<i>Business Management</i>	Resource Management	<ul style="list-style-type: none"> Ability to allocate and use resources in a strategic or tactical way in line with principles of accountability and integrity
<i>Business Management</i>	Customer Satisfaction/Client Management	<ul style="list-style-type: none"> Ability to respond timely and appropriately with a sense of urgency, provide consistent solutions, and deliver timely and quality results and/or solutions to fulfil and understand the real customers' needs. Provide inputs to the development of customer service strategy. Look for ways to add value beyond clients' immediate requests. Ability to anticipate client's upcoming needs and concerns.
<i>Business Management</i>	Communication	<ul style="list-style-type: none"> Ability to communicate in a clear, concise and unambiguous manner both through written and verbal communication; to tailor messages and choose communication methods depending on the audience. Ability to manage communications internally and externally, through media, social media and other appropriate channels
<i>Business Management</i>	Risk Management	<ul style="list-style-type: none"> Ability to identify and organize action around mitigating and proactively managing risks
<i>People Management</i>	Managerial Courage	<ul style="list-style-type: none"> Face up to organizational and people problems Address conflict in a timely manner, not allow conflicts in teams linger.



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		<ul style="list-style-type: none">• Help others through emotional or tense situations, tactfully bringing disagreements into the open and finding solutions all can endorse
<i>People Management</i>	Manage Performance and Ensure Accountability	<ul style="list-style-type: none">• Ensure regular conversations with people about work.• Provide positive and constructive feedback.• Discuss poor performance in a timely manner.• Provide praise and recognition, as well as ensure accountability

VI. Keywords

- Enterprise Risk Management
- Operational Excellence
- Financial Management
- Human Resources Management
- Procurement Management
- Risk-informed UNDP Programme Delivery
- Tact and diplomacy
- Soft skills