VACANCY ANNOUNCEMENT

Operations Manager (NO-C)

Organisational Unit: United Nations University–International Institute for Global Health (UNU-IIGH)
Reference Number: 2020/UNU/IIGH/FTA/OM/00154537
Applications to: iighrecruit@unu.edu
Closing Date: 1 May 2020

About the United Nations University (UNU)
For the past four decades, UNU has been the UN’s go-to think tank for impartial research on the pressing global problems of human survival, conflict prevention, development, and welfare. With more than 400 researchers in 13 countries, UNU’s work spans the full breadth of the 17 Sustainable Development Goals, generating policy-relevant knowledge to effect positive global change. UNU maintains more than 200 collaborations with UN agencies and leading universities and research institutions across the globe.

About UNU-IIGH
UNU-IIGH is one of 14 research and training Institutes that comprise the think tanks in the UNU system. UNU-IIGH was established in 2005 with the mission to advance evidence-based policy on key issues related to sustainable development and global health. UNU-IIGH aims to build knowledge and capacity for decision making by UN agencies, UN programmes and Member states towards the achievement of the Sustainable Development Goals.

UNU-IIGH is hosted in Malaysia, thanks to an endowment by the Malaysia Government. The status of UNU-IIGH in Malaysia is as a resident UN agency. However, its mandate is global, with a focus on global health priorities linked to sustainable development in lower- and middle-income countries.

As a neutral convener, and leveraging its position within the UN, UNU-IIGH works with a network of academic, policy, and civil society experts to serve as a platform for critical thinking and exchange of knowledge and tools for policy influence and capacity building.

Summary Description of Operations Manager
Under the guidance of the Director, the Operations Manager is accountable for the efficient and quality assured operations of UNU-IIGH. The position supports the academic team and programme management in the implementation of strategic plan and annual work Plan. The Operation Manager ensures a well-managed, results-oriented and fully accountable office
and facilitates programme implementation and delivery by overseeing the operational needs of programmes and projects.

The Operations Manager is a member of the Senior Management Team reporting to the Director and responsible for oversight and management of administrative operations at UNU-IIGH. S/he is responsible for strategic planning, financial and human resources management, protocol matters, efficient procurement and logistical services, information technology, administration, common services and security of premises and staff. The Operations Manager supervises the Operations team. S/he works with the UNU Centre in Putrajaya and in Tokyo, focusing on business development support, contributing to fundraising strategies, and implementing various business processes to enable their work. The Operations Manager works in close collaboration with programme and academic teams, the counterparts in other UN Agencies and Government officials and partners to successfully deliver operational and programme support services.

**Essential Functions**

**Effectively support development and implementation of the Institute, with delivery of the following results:**

- Plans, implements and monitors annual operations targets. Effective contribution provided to the management of the Institute ensuring adequate inputs and performance indicators are incorporated to allow for effective progress monitoring and successful achievement of the Institute’s operations
- Maps, develops and updates Institute’s business processes and internal Standard Operating Procedures (SOPs) ensuring compliance with UN/UNU policies, analyses and mitigates risk.
- Close monitoring of quarterly progress reports focusing on the financial area, and timely preparation and submission of accurate financial reports and other substantial and administrative reports
- A strategic, cost-effective approach to support the implementation of the Institute developed in the form of a Business Operations Strategy (BOS)
- Constant monitoring and analysis of the operating environment and any new business requirements undertaken, for quick readjustment of the operations and risk assessment, in line with UNU processes and procedures.
- Oversees protocol function, liaise with Host Government, UN Agencies and various institutions on matter pertaining to the implementation of signed agreements and ensures relevant protocol support.

**Financial and Operational Oversight**

- Fiduciary integrity for funds and assets of the Institute ensured, with effective and timely execution of planned activities and taking appropriate and timely decision with the UNU Centre on all operational and financial transactions, disbursement of funds, and administrative arrangements
- Adequate systems put in place to ensure effective monitoring of compliance with established policies, Standard Operating Procedures and systems in the areas of Finance; Human Resources Management; Procurement; Information, Communication and Technology
- Compliance with UNU and UN rules, regulations, policies and procedures and operational strategies,
- All financial transactions are identified, recorded and verified in compliance with the International Public Sector Accounting Standards (IPSAS)
- Perform function as secondary Certifying Officer
Human Resources

- Helps Director ensuring that human resources are planned, budgeted for, recruited and managed in accordance with the needs of Institute and relevant UN/UNU policies
- Helps Director in creating inclusive working environment respecting UNU values
- Ensures compliance with UNU human resources policies and strategies, and oversight of recruitment processes in accordance with rules and regulations, appropriate use of different contractual modalities, and contracts management
- Responsible for coordination and administration of all human resources for the institute; Recruitment processes and performance management systems managed, ensuring linkage to job design with recruitment, performance management and career development
- Staff learning needs identified, effective training and learning activities developed and implemented to ensure effective optimum performance and efficiency
- Operations and Programme training and workshops for all staff planned and organized for competency building, staff development, learning and career development

Procurement and Logistics

- Oversight of procurement processes, logistical services and asset management in accordance with UN/UNU rules and regulations
- Procurement strategy developed and managed, including sourcing strategy, supplier selection and evaluation, contracting strategy including development of a robust contract management system.

ICT

- Forward-looking information and communication management strategy developed and implemented to support business needs of the Institute
- Secure, reliable infrastructure environment for ICT is maintained
- In coordination with UNU C3, ICT Focal Point coached to ensure he/she is fully up to date with emerging technologies to best provide business solutions for the operations and academic programme requirements
- Atlas enterprise resource planning (ERP) functionality and reports utilized for improved business results and improved client services
- Different systems and applications promoted for optimal content management, knowledge sharing, information provision and learning including e-registry, web-based office management system, etc.

Security

- Security Contingency Plan maintained and updated, and regular emergency drills conducted
- Prompt coordination with the UNDSS and all UNU-IIGH staff in the country, and the UNU HQ on security-related issues and emergency operations
- Operational support to emergency preparedness and emergency situations provided
- All staff in the country informed and updated on security related issues and emergency operations
- Security of premises, assets and staff always ensured
Performs any other administrative-related duties as assigned by the supervisor.

**Essential Qualifications and Experience:**

- Advanced university degree (Masters or equivalent) with a focus on management, administration, quality control or finance.
- At least five (5) years of operations management experience at progressively higher levels of responsibilities, preferably in an academic institution, research think-tank, international organization or NGO.
- The ideal applicant needs to be process-oriented and possess management skills and demonstrate capacity for taking and implementing decisions which apply to overall efficient operations management.
- High level of competency with MS Office software (MS Word, Excel, PowerPoint, Teamwork, Outlook),
- Excellent communication skills, including writing, editing and preparing documents.
- Evidence of organizational skills (e.g. total quality management), preferably in a research or higher education field or United Nations entity.
- Entrepreneurism and dynamism combined with excellent interpersonal skills demonstrated by the ability to work in a multicultural, multi-ethnic environment with sensitivity and respect for diversity.
- Attention to detail with strong analytical skills in general office management, strong orientation to clients.
- Fluency in spoken and written English and proficiency in Bahasa Malaysia highly desirable.

**Desirable**

- Knowledge of the United Nations and of its functions and activities.
- Knowledge of Atlas/Peoplesoft or other ERP system is a plus.
- Knowledge of accounting regulations and IPSAS is a plus.

UNU is committed to diversity and inclusion within its workforce, and encourages all candidates, irrespective of gender, nationality, religious and ethnic backgrounds, including persons living with disabilities to apply and become part of the organization.

UNU has a zero-tolerance policy on conduct that is incompatible with the aims and objectives of the United Nations and UNU, including sexual exploitation and abuse, sexual harassment, abuse of authority and discrimination.

**Remuneration:**

Remuneration will be commensurate with qualifications and experience in accordance with UNU guidance for appointments at the NO-C level of the National Professional Officer salary scale for the Malaysia duty station in the United Nations Common System salary scale. Remuneration also includes benefits accorded in the salary agreements. For more information, please visit [https://www.un.org/Depts/OHRM/salaries_allowances/salaries/malaysia.htm](https://www.un.org/Depts/OHRM/salaries_allowances/salaries/malaysia.htm)

This is a locally recruited position and only Malaysian nationals are eligible to apply.

The Rector reserves the right to appoint a candidate at a level below the advertised post.
Duration of Contract:
This is a full-time position. The initial appointment will be for a period of one year with the possibility of renewal on a rolling fixed-term appointment basis, subject to requirement and satisfactory work performance. The mandatory age of retirement for United Nations staff is 65 years.

Starting Date: As soon as possible

Application Procedure:
Interested applicants should submit their applications, preferably by email to following the instructions below.

Only short-listed candidates will be contacted; unsuccessful applications can neither be acknowledged nor returned.

Email to ighrecruit@unu.edu and must include the following:

1. a cover letter setting out:
   o the motivations for applying for the post, and
   o how the candidate’s qualifications and experience match the requirements of the position;
2. a completed and signed UNU Personal History (P.11) form downloadable from UNU website. Please avoid using similar forms provided by other United Nations organizations;
3. full contact information of three referees

All documents must include the reference number of the vacancy announcement 2020/UNU/IIGH/FTA/OM/0015437

You may also refer to the following websites when you are compiling your application:

https://www.humanrightscareers.com/magazine/how-to-prepare-properly-for-a-competency-based-interview-at-the-un/