



Title: DIRECTOR, OPERATIONS DIVISION
Domain: Administration – Administration
Post Number: OPS001
Grade: D-1
Organizational Unit: Sector for Administration and Management
Primary Location: Paris, France
Recruitment open to: Internal and external candidates
Type of contract: Fixed-Term
Annual salary: US\$145,807
Deadline (*midnight, Paris time*): 18 April 2019

UNESCO Core Values: Commitment to the Organization, Integrity, Respect for Diversity, Professionalism

OVERVIEW OF THE FUNCTIONS OF THE POST

Under the direct supervision of the Assistant Director-General of the Sector for Administration and Management (ADG/ADM), the Director of the Operations Division is responsible for managing the following support services: procurement and asset management, travel, facilities management, catering and general services.

The incumbent will, in particular be responsible for:

- developing and maintaining up-to-date policies and procedures for services within the Division's remit;
- providing strategic, policy and budgetary advice to Senior Management on all matters within the Division's remit;
- recommending purchases of equipment and services as necessary to achieve the Support Services' objectives;
- coordinating with Member States through the Headquarters Committee on site management.

Within delegated authority, the incumbent is responsible for:

Procurement and asset management: Oversee and manage the Organization's procurement activities such as:

- Plan and manage procurement of all goods and services for the Organization, including for field offices and projects implemented on behalf of World Bank, EU and other donors, ensuring good value for money;
- Negotiate and conclude contracts for goods and services procured by the Organization; supervision of the management of contracts; monitoring and reviewing performance of vendors; authorizing amendments to and extensions of contracts;
- Prepare recommendations to Committee on Contracts for high-value contracts;
- Provide advice and support to senior management and requisitioning officers on procurement policies and procedures;
- Compile and report on procurement statistics for UN Procurement Network;
- Review and update the Administrative (procurement) Manual as necessary;
- Asset management, including gifts to the Organization;
- Advance the professionalization of the procurement work-force and provide guidance to the UNESCO Secretariat (Headquarters, field, category 1 institutes) procurement practitioner community.

Travel: Oversee and manage travel services for the Secretariat such as:

- Coordinate the provision of all official travel (including mission travel, entitlement travel, recruitment and repatriation travel, consultants' travel): obtaining quotes, selecting itineraries, booking tickets, making changes;
- Liaise with, and performance monitoring of travel agency;
- Review and update the Administrative (Travel) Manual as necessary;
- Compile statistics and reports on Secretariat travel;
- Review and update Administrative Manual provisions on mission travel against industry standards and best practices as adopted by other UN agencies and in line with applicable UNESCO staff rules and regulations;
- Provide guidance to the UNESCO Secretariat (HQ, Field, Category 1 Institutes) travel practitioner community.

Facilities management: Oversee the Organization's facilities management activities such as:

- Management of UNESCO's Headquarters (Fontenoy, Miollis and Bonvin) sites, including long-term financing and relations with the host country;
- Preventive and reactive maintenance of plant and equipment in the headquarters site, ensuring the smooth running of all systems to provide a safe and healthy environment for all users;
- Management of Headquarters vehicles;
- Provision of office cleaning, building and motor vehicle insurance, utilities, waste removal/recycling services;
- Manage the relationship with tenants, including calculation of rent and service charges;
- Reporting and improving on Environment Management Optimization Plan in consultation with the Headquarters Committee and UNEP policies, including reporting on Greenhouse Gas (GHG) emissions for UNESCO as a whole.

Catering: Oversee and manage the Organization's in-house catering activities such as:

- Provision of meals and service to staff, delegates and visitors;
- Catering for internal and external functions;
- Manage external vendors.

General services: Oversee and manage the general service functions for the Secretariat:

- Ensure effective operation of office services, equipment and stores.

COMPETENCIES

A successful candidate will be required to demonstrate the following competencies:

Core Competencies

- Accountability
- Communication
- Teamwork
- Innovation
- Results focus
- Planning and organizing
- Knowledge sharing and continuous improvement.

Managerial Competencies

- Driving and managing change
- Strategic thinking
- Making quality decisions
- Building partnerships
- Leading and empowering others
- Managing performance.

For detailed information, please consult the [UNESCO Competency Framework](#).

REQUIRED QUALIFICATIONS

EDUCATION

- Advanced university degree in Business or Public Administration, Management, Procurement, Logistics, Supply Chain Management, or other relevant fields.

WORK EXPERIENCE

- At least fifteen (15) years of progressively responsible professional experience in the management of support functions relevant for this position, of which at least seven (7) years at supervisory or managerial level.
- Experience in managing or supervising large multi-disciplinary teams.

SKILLS/COMPETENCIES

- Knowledge of, and commitment to, the Organization's mandate and vision
- Ability to negotiate and influence effectively to build consensus and achieve objectives.
- Ability to provide guidance and explain complex issues and positions to a variety of audiences.
- Proven analytical and organizational skills with the ability to focus on outcomes and thorough implementation of activities.

LANGUAGES

- Excellent knowledge of English or French with working knowledge of the other.

DESIRABLE QUALIFICATIONS

EDUCATION

- Other specialised certificates or trainings in management support functions.
- Certifications in procurement and supply chain or equivalent.

WORK EXPERIENCE

- Experience in managing several support service functions.
- Experience in contract management.
- Experience within the United Nations common system or similar international organization.

SKILLS/COMPETENCIES

- Knowledge in ERP systems particularly SAP environment.

LANGUAGES

- Good knowledge of English and French, UNESCO official languages, and at least one other language.

ASSESSMENT

An assessment exercise may be used in the evaluation of candidates.

BENEFITS AND ENTITLEMENTS

UNESCO's salaries are calculated in US dollars. They consist of a basic salary and a post adjustment, which reflects the cost of living in a particular duty station, as well as exchange rates. Other benefits include: 30 days annual leave, family allowance, home travel, education grant for dependent children, pension plan and medical insurance. More details can be found on the [ICSC Website](#).

Please note that UNESCO applies a zero tolerance policy against any form of harassment.

Please note that UNESCO is a non-smoking Organization.

**Representation of Member States in posts subject
to geographical distribution as at 1 January 2019**

Representation above range	Representation within range	Representation below range	Nil
Argentina	Afghanistan	Antigua and Barbuda	Andorra
Belgium	Albania	Australia	Angola
Benin	Algeria	Belarus	Armenia
Bulgaria	Austria	Belize	Bahamas
Burkina Faso	Azerbaijan	Bhutan	Bahrain
Cameroon	Bangladesh	Bosnia and Herzegovina	Barbados
Denmark	Bolivia (Plurinational State of)	Botswana	Brunei Darussalam
Ethiopia	Burundi	Brazil	Cabo Verde
France	Cambodia	China	Central African Republic
Gambia	Canada	Comoros	Chad
Greece	Chile	Cook Islands	Dominican Republic
Italy	Colombia	Dominica	El Salvador
Lebanon	Congo	Egypt	Equatorial Guinea
Mexico	Costa Rica	Eritrea	Gabon
Morocco	Côte d'Ivoire	Estonia	Guatemala
Nepal	Croatia	Eswatini	Guyana
Romania	Cuba	Fiji	Iceland
Senegal	Cyprus	Georgia	Kiribati
South Africa	Czechia	Ghana	Kuwait
Spain	Democratic People's Republic of Korea	Grenada	Lesotho
Tunisia	Democratic Republic of the Congo	Guinea	Luxembourg
	Djibouti	Guinea-Bissau	Malta
	Ecuador	Haiti	Marshall Islands
	Finland	Hungary	Mauritania
	Germany	Indonesia	Micronesia (Federated States of)
	Honduras	Iran (Islamic Republic of)	Monaco
	India	Iraq	Nauru
	Ireland	Kazakhstan	Niue
	Jamaica	Kyrgyzstan	Palau
	Japan	Liberia	Panama
	Jordan	Libya	Rwanda
	Kenya	Malawi	Saint Vincent and the Grenadines
	Lao People's Democratic Republic	Maldives	Samoa
	Latvia	Mongolia	Solomon Islands
	Lithuania	Montenegro	Somalia
	Madagascar	Myanmar	South Sudan
	Malaysia	Nigeria	Sri Lanka
	Mali	Papua New Guinea	Suriname
	Mauritius	Peru	Tajikistan
	Mozambique	Poland	Timor-Leste
	Namibia	Qatar	Tonga
	Netherlands	Russian Federation	Tuvalu
	New Zealand	San Marino	United Arab Emirates
	Nicaragua	Sao Tome and Principe	Vanuatu
	Niger	Saudi Arabia	
	Norway	Serbia	
		Sierra Leone	

Representation above range	Representation within range	Representation below range	Nil
	Palestine	Slovenia	
	Paraguay	Sudan	
	Philippines	Sweden	
	Portugal	Switzerland	
	Republic of Korea	Thailand	
	Republic of Moldova	Turkey	
	Saint Kitts and Nevis	Turkmenistan	
	Saint Lucia	United Republic of	
	Seychelles	Tanzania	
	Syrian Arab Republic	Uruguay	
	The former Yugoslav	Venezuela (Bolivarian	
	Republic of Macedonia	Republic of)	
	Togo	Yemen	
	Trinidad and Tobago		
	Uganda		
	Ukraine		
	United Kingdom of Great		
	Britain and Northern		
	Ireland		
	Uzbekistan		
	Viet Nam		
	Zambia		
	Zimbabwe		