

SENIOR OPERATIONS OFFICER

OVERVIEW

Post Number : 1ITSC0875TP

Grade : P-5

Parent Sector : Natural Sciences Sector (SC)

Duty Station: Trieste

Job Family: Administration

Type of contract : Fixed Term

Duration of contract : 2 years

Recruitment open to : Internal and external candidates

Application Deadline (Midnight Paris Time) : 20-NOV-2020

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

OVERVIEW OF THE FUNCTIONS OF THE POST

Founded in 1964 by the late Nobel Laureate Abdus Salam and located in Trieste (Italy), the Abdus Salam International Centre for Theoretical Physics (ICTP) seeks to accomplish its mandate by providing scientists from developing countries with the continuing education and skills that they need to enjoy long and productive careers. The Administration, Finance and HR Section provides services to staff and visitors of ICTP related to Facility and Safety Management, Guest House Management, Knowledge Management, Management of computational resources for Scientific Calculations, Simulations and Machine Learning, Information and Communication technology, Budget and Finance and Human Resources (including Medical Services), Procurement, Security and Transportation.

Under the supervision of ICTP Director, the incumbent will be responsible for providing vision, innovation and leadership, for developing conceptual strategies in the areas under the responsibility and managing the Section to implement changes in line with the strategic decisions taken by the Director, ICTP and its Steering Committee to deliver critical institutional functions with high quality and performance. In case of need for technical guidance, the incumbent is expected to consult the ADG/ADM and other relevant sectors to make sure that her/his decisions are compatible with UNESCO's working principles. The incumbent will perform the following duties:

Long Description

- Provide policy guidance on conceptual strategy development in the areas under responsibility. Formulate, direct and implement the substantive programmes of work of the

Section in compliance with the decisions made by governing and legislative bodies. Provide advice to the ICTP Director on the operational model and opportunities to streamline processes suitable for the specific mission of the institute, taking into account the UNESCO general framework. Ensure that ICTP's core institutional needs as a scientific institution for research and advanced training are taken into consideration in future developments. Collaborate with the Directors of relevant UNESCO administrative divisions to agree on strategies that enable ICTP business model and ensure high efficiency. Provide substantive input, coordinate and oversee the preparation of position papers and reports on administrative management of the Institute for the ICTP Director, ICTP Steering Committee and other policy making organs. Serve as chairperson of the 'Directorate Management Committee' (DMC) that advises the Director, ICTP on matters of major importance to the Centre.

- Integrate management of ICTP Guesthouses, Mail and Visitor and Transportation services to ensure safety and well-being of the visitors.

Define, establish and oversee catering services and ensure satisfaction and safety.

Develop a vision in the area of Facility Management with regards to regular and extra-ordinary maintenance project and ensuring compliance with local fire prevention.

Provide the vision on and lead the implementation and integration of IT systems to support the ICTP operational model, including UNESCO ERP and customised ICTP programmes.

Develop a vision for the ICTP scientific Computational Centre for Data Science and Machine Learning expanding on the high performance computing (HPC) services provided to the research groups and the scientific community.

Define the strategy for the HPC in-house cluster and the usage of external data centers in collaboration with the scientific community to excel with the scientific results and to disseminate science. Provide advice to the ICTP Director on the development of ICTP online community.

Develop a vision on security aspects and define the related IT landscape for it.

Define the strategy for ICTP procurement operations to ensure the availability of necessary goods and services, and that ICTP get the best value for money.

Ensure effective planning and execution of ICTP budget, oversee ICTP financial operations of the Centre. Serve as the primary focal point for liaison with internal and external auditors.

Integrate ICTP HR and medical services into the overall administrative platform aimed at providing effective support to ICTP staff and visitors.

Liaise with TWAS Executive Director to define the most effective collaboration model for provision of administrative services to TWAS.

Long Description

- Interact with the Heads of all offices at the ICTP, in particular with the Heads of the Scientific Sections, with a view to further streamline the administrative management of ICTP and ensure process improvement.

Provide leadership and direction to the managers / unit heads/ team leaders, delegate the appropriate responsibility, support creativity and initiative. Foster team work and communication among staff and promote work ethics.

Oversee preparation of the work programme of the Section, determining priorities, and allocating resources for the completion of outputs and their timely delivery. Define clear performance standards and goals for the delivery of services to users.

Prepare budgets proposals, report on budget/programme performance, recruit, coaching and develop staff and evaluate of their performance. Ensure planning, management and control of contracts and assets.

- Build and further develop strategic partnerships with UNESCO and external organizations to ensure effective interaction on joint projects and secure necessary services. Guide and oversee the projects that are performed in collaboration with UNESCO and ensure the continuity of the operations during the implementation of changes. Proactively collaborate with other UN organizations in the country, in particular for procurement and security controls. Ensure the best possible leverage on common interest and activities. Ensure that UN and UNESCO rules and procedures are adhered and reporting is provided to the lead organization of the country. Collaborate with the scientific institutions to develop the strategy for the joint innovative study programmes for advanced scientific coding and data management.

COMPETENCIES (Core / Managerial)

Communication (C)

Accountability (C)

Innovation (C)

Knowledge sharing and continuous improvement (C)

Planning and organizing (C)

Results focus (C)

Teamwork (C)

Building partnerships (M)

Driving and managing change (M)

Leading and empowering others (M)

Making quality decisions (M)

Managing performance (M)

Strategic thinking (M)

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

REQUIRED QUALIFICATIONS

EDUCATION

- Advanced university degree (Masters or equivalent degree) in business administration, management, economics, political science, engineering, information technology, or a related field.

WORK EXPERIENCE

- Minimum of 10 years of relevant professional experience in information technology and knowledge management, building and facilities management, administration, property or contract management or a relevant field, of which preferably 5 years at international level.
- Demonstrated experience in managing significant material, human and financial resources.
- Experience in the design and implementation of enterprise wide IT systems and end to end processes.
- Experience in high performance computing.
- Experience in leading the implementation of large projects in the area of administrative management or information technology.

SKILLS/COMPETENCIES

- Ability to propose innovative approaches, enabling the institute to satisfy its specific business needs within the UNESCO framework.
- Strong organizational skills with ability to establish plans and priorities and effectively implement them.
- Sound capacity to make proper judgement and take decisions with significant impact to the material and financial resources of the organization and safety and well-being of its staff.
- Capacity to provide intellectual leadership to guide staff, as well as ability to build trust, manage, lead and motivate a large number of staff in a multicultural environment with sensitivity and respect for diversity.
- Demonstrated ability to establish and maintain partnerships and to ensure a high-level coordination and cooperation with internal and external stakeholders.
- Excellent interpersonal and communication skills.

LANGUAGES

- Excellent knowledge (written and spoken) of English.

DESIRABLE QUALIFICATIONS

WORK EXPERIENCE

- Experience in planning and managing large budgets.
- Solid experience in administrative management in the organizations of the United Nations Common System.

LANGUAGES

- Excellent knowledge of Italian to effectively interact with local authorities, counterparts and service providers.

BENEFITS AND ENTITLEMENTS

UNESCO's salaries consist of a basic salary and other benefits which may include if applicable: 30 days annual leave, family allowance, medical insurance, pension plan etc.

For more information in benefits and entitlements, please consult [ICSC website](#).

SELECTION AND RECRUITMENT PROCESS

Please note that all candidates must complete an on-line application and provide complete and accurate information. To apply, please visit the [UNESCO careers website](#). No modifications can be made to the application submitted.

The evaluation of candidates is based on the criteria in the vacancy notice, and may include tests and/or assessments, as well as a competency-based interview.

UNESCO uses communication technologies such as video or teleconference, e-mail correspondence, etc. for the assessment and evaluation of candidates.

Please note that only selected candidates will be further contacted and candidates in the final selection step will be subject to reference checks based on the information provided.

Footer

UNESCO applies a zero tolerance policy against all forms of harassment.

UNESCO is committed to achieve and sustain gender parity among its staff members in all categories and at all grades. Furthermore, UNESCO is committed to achieving workforce diversity in terms of gender, nationality and culture. Individuals from minority groups, indigenous groups and persons with disabilities, as well as nationals from non-and under-represented Member States ([last update here](#)) are equally encouraged to apply. All applications will be treated with the highest level of confidentiality. Worldwide mobility is required for staff members appointed to international posts.

UNESCO does not charge a fee at any stage of the recruitment process.