

## VACANCY ANNOUNCEMENT

**Issued on: 07 Feb 2018**

<b>ORGANIZATION</b>	UN-Habitat Regional Office for Asia and the Pacific (ROAP)
<b>DUTY STATION:</b>	Kabul, AFGHANISTAN; travel to other provinces may be required for programme familiarisation
<b>LOCATION</b>	Independent Directorate of Local Governance (IDLG) Deputy Ministry of Municipalities (DMM)
<b>FUNCTIONAL TITLE:</b>	Senior Operation Advisor (International post)
<b>PROJECT</b>	Citizens' Charter Afghanistan Program (CCAP)
<b>GRADE:</b>	I-ICA 3 (P-5 Equivalent)
<b>POST DURATION &amp; START DATE:</b>	6 months, extendable.
<b>SUPERVISOR</b>	Close coordination with OC Citizens' Charter Team Leader, under direct supervision Country Program Manager
<b>CLOSING DATE:</b>	<b>19 February 2018</b>

### I. Background:

The Citizens' Charter Afghanistan Program (CCAP) is a Government Program that aims to provide basic services to all citizens of Afghanistan over the next 10 years. The Government will provide the resources and support to construct or rehabilitate infrastructure and provide the most important services – drinking water, health, education, electricity, water systems and roads. CCAP is a national program, implemented by Deputy Ministry for Municipalities (DMM), Kabul Municipality, and other municipalities financed through on-budget mechanisms. UN-Habitat Afghanistan will support and oversee the design and implementation of the urban component of the program; 'Citizens' Charter in Cities'.

The expected overall impact is: "strengthened local governance and economic development in Afghanistan's major cities".

Citizens' Charter in Cities Program has the following four core components:

- Institution Building
- Service Standards and Grants
- Project Implementation and Management
- Monitoring and Knowledge Learning

The Citizens' Charter aims to improve the relationship between the Government and Afghan Citizens and reduce poverty by providing basic services. By channelling resources and support, the Government will ensure the means to develop villages and cities whilst communities will lead the development process and ensure that all men, women, and children are included in development initiatives and activities. Communities will take a leading role in the planning,

implementation and monitoring of projects to meet the Government's commitment to provide a minimum standard of basic services.

An overarching principle of the Citizen's Charter is the inclusion of vulnerable groups including refugee returnees, IDPs, female headed households, ethnic/cultural minorities, the disabled and others.

Senior Operation Advisor (International) with expertise in operation and management is required to assist the OC Citizens' Charter Team Leader and Country Program Manager in the achievement of all program outcomes by providing effective technical assistance and capacity development support to government and program partners.

## **II. Roles/Responsibilities of Senior Operation Advisor:**

### **A. CITIZENS' CHARTER Strategic & Operational Framework:**

- Advise the Director of Operations, IDLG in strategic management of the program by outlining medium and short term program implementation plans – this includes, but is not limited to, advising on the design of special projects, roll-outs and overall budgets and work plans.
- Support the operations directorate of CITIZENS' CHARTER implementation, and ensure that all operational issues are flagged and resolved in a timely manner.
- Compile data; monitor, analyse and report to the CITIZENS' CHARTER management on adherence to the CITIZENS' CHARTER implementation plans. Make revisions to the work and budget plans as per actual implementation progress on the ground.
- Support CITIZENS' CHARTER management to prepare the Client's (IDLG's) Implementation Report (IR) for the CITIZENS' CHARTER.
- Work closely with the Director of Operations in preparing, reviewing and providing feedback on proposed policies, proposals and project documents submitted to the Directorate of Operations; provide key inputs and where necessary lead on the development of similar items by the Directorate of Operations.
- Analyse the operational components of the program and highlight and analyse strengths and challenges in an on-going manner; develop comprehensive recommendations upon request to the Director of Operations on how to leverage the strengths and address the challenges.
- Compile inputs from Facilitation Partners (FPs)
- and field offices and prepare Operational Manual revisions for CITIZENS' CHARTER if required.
- On behalf of the Directorate, facilitate (or support the facilitation of) working groups on key operational/implementation issues.
- Upon request, review, analyse and provide comments and inputs to relevant papers, studies and evaluations on behalf of the Director of Operations, and assist to ensure that evaluation studies are better disseminated.
- Support Department Heads, IDLG where necessary, in management of new and/or urgent initiatives within the departments especially those requiring no-objections from donors and/or prior/post reviews.

### **B. CITIZENS' CHARTER overall management:**

The advisor does not have staff management functions but will perform an advising and supporting function to the Director of Operations, IDLG with regard to overall implementation and operations of CITIZENS' CHARTER; she/he may represent the Director of Operations in management functions, as and when directed to do so.

- Advise the Director of Operations in contracts management of consultancy firms contracted by the CITIZENS' CHARTER /IDLG. This will include, but not be limited to, consultancies for evaluations/ studies, the CITIZENS' CHARTER's Financial Management Agent (FMA), the contract for preparation of Community Development Council (CDC) training packages, etc.
- Support the Directorate in compiling FP, departmental/office work plans and preparing a master CITIZENS' CHARTER work plan for each new fiscal year.
- Prepare the annual budgets for the CITIZENS' CHARTER for each new fiscal year.
- Assist the Directorate to ensure that the implementation of the work plans is monitored and that the plans are updated/revised to suit the changing dynamics of the Program.
- Assist the Director of Operations in analysing the overall outputs of the different CITIZENS' CHARTER departments and offices against agreed performance indicators.
- Analyse, in coordination with relevant departments and offices, the aspects of the CITIZENS' CHARTER operational policies/procedures which are not currently being implemented, the reasons why and make recommendations on what should be done to either make them applicable to the different stakeholders, or to enforce them.
- Support the recruitment of new staff for the Directorate, and of senior staff at departmental/office level and assist in their induction as required.
- Assist the Director of Operations in capacity building of senior staff in select areas relevant for the wider Directorate.

### **III. Qualification and Experience Requirements:**

#### **Corporate Competencies:**

- Promote UN's values and ethical standards (tolerance, integrity, respect, results orientation, impartiality);
- Display cultural, gender, religion, race, nationality and age sensitivity and adaptability
- Excellent coordination and implementation skills;
- Ability to quickly build effective working relationships with fellow advisors, colleagues and Afghan government officials;
- Ability to analyse complex situations and problems and identify and implement effective solutions;
- Ability to multi-task and meet multiple challenging and competing deadlines;
- Ability to work independently and as part of a team;
- Display cultural, gender, religion, race, nationality and age sensitivity and adaptability.

#### **Knowledge Management and Learning:**

- Demonstrates professional competence and mastery of subject matter;
- Promote knowledge management in IDLG/DMM and a learning environment in the office through leadership and personal example;
- Actively work towards continuing personal learning and development in one or more practice areas, act on learning plans and apply newly acquired skills.

#### **Management and Leadership:**

- Build strong relationships with clients, focuses on impact and result for the client and responds positively to feedback;
- Consistently approach work with energy and a positive, constructive attitude;
- Demonstrate good oral and written communication skills;
- Demonstrate openness to change and ability to manage complexities.

**Education:**

Advanced university degree (Master's degree or equivalent) in Business Administration, Operation and Project Management or related area. A first-level university degree in combination with qualifying experience may be accepted in lieu of the advanced university degree.

**Work Experience:**

Minimum of Ten (10) years of progressively responsible experience in program management, administration and Operation and management or related area. Qualifying years of experience are calculated following the receipt of the first level university degree recognized by the United Nations. Prior experience with Government and WB funds and programs on various operational modalities is an added asset.

**Language and Communication Skills:**

Fluency in written and spoken English is required. Knowledge of another UN language and/or National Local Language Dari/ Pashto would be an advantage.

**International Travel (Home – Kabul):**

The cost of a return economy class air-ticket from the place of recruitment on least-cost, and visa fee will be reimbursed upon submission of travel claim together with the supporting documents including copy of e-ticket, receipts and used boarding passes. Three quotations from reputable travel agents shall be submitted for UN-Habitat's clearance prior to purchase of tickets.

**Local Transportation:**

Such as vehicle arrangements to provinces will be covered by UN-Habitat.

**Travel Advice/Requirements:**

The Senior Operation Advisor must abide by all UN security instructions. Upon arrival he/she must attend a security briefing provided by UNDSS. He/she should undertake Basic and Advanced Security Training as prescribed by UNDSS. Regular missions will be undertaken for which UNDSS authorisation must be sought.

**Reporting Arrangements:**

Senior Operation Advisor shall report to the Country Programme Manager with close coordination with OC Citizens' Charter Team Leader in Afghanistan.

Applications should include:

Completed UN Personal History Form (P11). Please download the form (MS-Word) from UN-Habitat/ROAP-vacancy website: [www.fukuoka.unhabitat.org](http://www.fukuoka.unhabitat.org)

- Cover memo or motivation letter for the position (maximum 1 page).
- Full resume, indicating the following information:
  1. Educational Background (incl. dates)
  2. Professional Experience (assignments, tasks, achievements, duration by years/months)

All applications should be submitted to:

UN-Habitat Regional Office for Asia and the Pacific

ACROS Fukuoka, 8th Floor

1-1-1 Tenjin Chuo-ku, Fukuoka, 810-0001 Japan

[habitat.fukuoka@un.org](mailto:habitat.fukuoka@un.org)

Please indicate the Post Title: “**#23. Senior Operation Advisor (AFG CCAP)**” in your e-mail subject.

Please note that applications received after the closing date stated below, will not be given consideration. Only short-listed candidates whose applications respond to the above criteria will be contacted for an interview. The fee will be determined according to the qualifications, skills and relevant experience of the selected candidate. In line with UN-Habitat policy on gender equity, applications from female candidates will be particularly welcome.

**Deadline for applications: 19 February 2018**