

## UN VOLUNTEER DESCRIPTION OF ASSIGNMENT

### EGYR000970--Business Operations Specialist

The United Nations Volunteers (UNV) programme is the UN organization that promotes volunteerism to support peace and development worldwide. Volunteerism can transform the pace and nature of development and it benefits both society at large and the individual volunteer. UNV contributes to peace and development by advocating for volunteerism globally, encouraging partners to integrate volunteerism into development programming, and mobilizing volunteers. In most cultures volunteerism is deeply embedded in long-established, ancient traditions of sharing and support within the communities. In this context, UN Volunteers take part in various forms of volunteerism and play a role in development and peace together with co-workers, host agencies and local communities. In all assignments, UN Volunteers promote volunteerism through their action and conduct. Engaging in volunteer activity can effectively and positively enrich their understanding of local and social realities, as well as create a bridge between themselves and the people in their host community. This will make the time they spend as UN Volunteers even more rewarding and productive.

## General Information

<b>Country of Assignment</b>	Egypt
<b>Host Institute</b>	International Organization for Migration
<b>Volunteer Category</b>	National Specialist
<b>Number of Volunteer</b>	1
<b>Duration</b>	6 months
<b>Possibility of Extension</b>	Yes
<b>Expected Starting Date</b>	Immediate
<b>Duty Station</b>	Cairo [EGY]
<b>Assignment Place</b>	Family Duty Station
<b>Assignment Place Remark</b>	

### Living Conditions

The duty station will be the city of Cairo, which is a family duty station with a wide range of services (health, education and leisure) and good living conditions. Cairo as well as Egypt as a whole have long been centres of the region's political and cultural life. Like other similar cities, Cairo offers good quality life in terms of access to shopping centres, banks, medical services, cultural events, etc.

The Arab Republic of Egypt has a unique geographical position in Northeast Africa, at the crossroads of Europe and Asia, on the Mediterranean and Red Sea, and its connection to Sub Saharan Africa through the Nile Valley. The country is defined by desert and the Nile, the longest river on Earth. Egypt is bordered by the Gaza Strip and Israel to the northeast, the Gulf of Aqaba to the east, the Red Sea to the east and south, Sudan to the south and Libya to the west.

With over 90 million inhabitants - two-thirds of which are below 29 years - Egypt is Africa's third most populous country after Nigeria and Ethiopia, and it has the highest population in the Arab world. About 95 percent of Egyptians live along the Nile—on less than 5

percent of Egypt's territory — making the Nile Valley one of the world's most densely populated areas, especially in greater Cairo, Alexandria and other major cities in the Nile Delta.

The country has witnessed significant political and economic changes since 2011. Through this transition, which includes periods of political unrest, the main income sources of the economy have been negatively impacted, particularly in the tourism sector, as well as revenues from the Suez Canal, oil and remittances from Egyptians working abroad, affected by the global economy.

# Assignment Details

**Assignment Title** Business Operations Specialist

## Organizational Context & Project Description

Established in 1951, IOM is a Related Organization of the United Nations, and as the leading UN agency in the field of migration, works closely with governmental, intergovernmental and non-governmental partners. IOM is dedicated to promoting humane and orderly migration for the benefit of all. It does so by providing services and advice to governments and migrants.

**Sustainable Development Goals** 17. Partnerships For the Goals

## Task description

1. Support in the review and assessment of existing processes, in close coordination with Country Offices (CO) management and the Regional Office (RO), and recommend and lead successful implementation of process improvements in line with the emerging Business Transformation
2. Organize monthly meetings with the 15 Country Offices in MENA (FP nominated by COs management), including preparation of agenda, recording of minutes, preparing and delivering presentations underscoring pain points, challenges, areas of improvement, best practices and how best to support the field offices.
3. Undertake desk research and analysis in the area of COs' internal capacity enhancement and checking data and references to contribute to policy briefs, information materials, presentations and other visibility materials for reports, plans, studies, briefings, training, meetings/conferences, etc
4. Identify and implement key performance management metrics into current and future programming and process design to enhance results-based programming.
5. Assist with training Development, user documentation and system implementation based on COs requests and in coordination with relevant officers at RO level
6. Facilitate knowledge sharing and knowledge management efforts, including through the production and maintenance of knowledge management tools related to the project in coordination with the Regional Staff Development Officer
7. Prepare and send on a regular basis personalized correspondences to each country office, signaling discrepancies and advising on appropriate corrective actions to be taken.
8. Provide general support to the Project Team in the implementation, monitoring and reporting of the project, in compliance with the donor administrative, legal and procedural requirements.
9. Maintain an updated tracking of the project's progress, and draft as well as contribute to regular reports in line with IOM standards and donor requirements.
10. In close coordination with Project coordinator, ensure strategic and efficient management of project's financial resources while advising on corrective actions and proposing alternative solutions to meet outcomes and needs of COs.
11. Perform other relevant duties as assigned.

Furthermore, UN Volunteers are required to:- Strengthen their knowledge and understanding of the concept of volunteerism by reading relevant UNV and external publications and take active part in UNV activities (for instance in events that mark International Volunteer Day)- Be acquainted with and build on traditional and/or local forms of volunteerism in the host country- Provide annual and end of assignment reports on UN Volunteer actions, results and opportunities using UNV's Volunteer Reporting Application- Contribute articles/write-ups on field experiences and submit them for UNV publications/websites, newsletters, press releases, etc.- Assist with the UNV Buddy Programme for newly-arrived UN Volunteers- Promote or advise local groups in the use of online volunteering, or encourage relevant local individuals and organizations to use the UNV Online Volunteering service whenever technically possible.

**Results/Expected Outputs**

- As an active IOM team member, efficient, timely, responsive, client-friendly and high-quality support rendered to IOM and its beneficiaries in the accomplishment of her/his functions, including:
  - Age, Gender and Diversity (AGD) perspective is systematically applied, integrated and documented in all activities throughout the assignment
  - A final statement of achievements towards volunteerism for peace and development during the assignment, such as reporting on the number of volunteers mobilized, activities participated in and capacities developed
- The development of capacity through coaching, mentoring and formal on-the-job training, when working with (including supervising) national staff or (non-) governmental counter-parts, including Implementing Partners (IPs); • Age, Gender and Diversity (AGD) perspective is systematically applied, integrated and documented in all activities throughout the assignment • A final statement of achievements towards volunteerism for peace and development during the assignment, such as reporting on the number of volunteers mobilized, activities participated in and capacities developed

## Qualifications/Requirements

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**Required Degree Level** Bachelor degree or equivalent

**Education - Additional Comments**

- Master's degree in business administration, organizational development, operations management, project management, or other related technical field from an accredited academic institution with three years of relevant professional experience; or
- University degree in the above fields with five years of relevant professional experience.

**Required experience** 60 months

**Experience Remark**

- five years of relevant professional experience.
- Experience in leading strategy development and business transformation;
- Experience in the planning, coordination and / or monitoring of capacity building activities.
- Demonstrated ability to present a significant amount of information from various sources in a concise way
- Ability to plan activities in a rapidly changing environment.
- Familiarity with UN common system or similar systems.
- High level of computer literacy, knowledge of SAP is a distinct advantage and experience using Articulate Storyline, WebEx and Cornerstone (or other Learning Management System software) is desirable.
- International setting and/or multicultural environment in other missions/other countries is an added advantage.

**Language**

- English (Mandatory) , Level - Fluent
- AND - Arabic (Mandatory) , Level - Working Knowledge

**Area of Expertise**

- Political affairs and political reporting Mandatory
- Legal research Mandatory
- Monitoring and evaluation Mandatory

**Area of Expertise Requirement**

**Need Driving Licence** Yes

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W. [www.unv.org](http://www.unv.org)

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### Competencies & Values

- Accountability
- Client Orientation
- Communication
- Managing Performance
- Planning and Organizing
- Professionalism
- Respect for Diversity
- Self-Management
- Technological Awareness
- Vision
- Working in Teams

# Conditions of Service and other information

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### Condition of Service

[Click here to view Conditions of Service](#)

### Conditions of Service:

Note on novel coronavirus – COVID-19.

The rapidly changing nature of novel coronavirus COVID-19 has placed significant and increasing restrictions on the freedom of movement of people, even within countries. Such restrictions may affect the ability national UN Volunteers to begin their assignments at their assigned duty station or limit the ability to enter UN premises. Thus, UNV cannot guarantee assignments will proceed as normal.

Candidates for national UN Volunteer assignments requiring travel to the duty station may be exceptionally granted during this period alternative working arrangements to work from their place of recruitment until restrictions are lifted. Candidates for national UN Volunteer assignments may also need to begin their assignments remotely in cases where access to UN premises is restricted. These are decisions at the discretion of the host entity. Candidates proceeding to interview are recommended to discuss travel requirements, any restrictions, and possible alternative arrangements with the host entity. If selected, candidates should carefully consider the circumstances before accepting UNV's offer.

The contract lasts for the period indicated above with possibility of extensions subject to availability of funding, operational necessity and satisfactory performance. However, there is no expectation of renewal of the assignment.

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Travel to duty station (if applicable) and a Settling-In-Grant will be provided in the event the duty station is not within commuting distance from the place of recruitment. The applicable Volunteer Living Allowance is provided monthly to cover housing, utilities and normal cost of living expenses. Life, health and permanent disability insurance are included (health insurance for up to 3 dependents), as well as final repatriation (if applicable) and resettlement allowance for satisfactory service.

Furthermore, in non-family duty stations that belong to hardship categories D or E, as classified by the ICSC, a Well-Being Differential (WBD) on a monthly basis will be provided.

For UN Volunteer entitlements, kindly refer to the link <https://vmam.unv.org/calculator/entitlements>

### **Supervision, induction and duty of care of UN Volunteers (Roles and Responsibilities of Host Entity)**

UN Volunteers should be provided equal duty of care as extended to all host entity personnel. Host entity support to the UN Volunteer includes, but is not limited to:

- Introductory briefings about the organisation and office-related context including security, emergency procedures, good cultural practice and orientation to the local environment;
- Support with arrival administration and official processes;
- Structured guidance, mentoring and coaching by a supervisor including a clear workplan and performance appraisal;
- Access to office space, equipment, IT support and any other systems and tools required to complete the objectives of the assignment including a host entity email address;
- Access to shared host entity corporate knowledge, training and learning;
- Any necessary security measures, ensuring that UN Volunteers are covered by the United Nations Security Management System (UNSMS) in line with the UNDSS Security Policy Manual;
- Leave management;
- DSA for official travel, when applicable;
- All changes in the Description of Assignment occurring between recruitment and arrival or during the assignment need to be formalized with the United Nations Volunteer Programme.
  
- Investigate misconduct: sharing reports with the UNV;
  
- Provide emergency assistance, e.g. the death of volunteer or medical evacuation, in collaboration with UNV. Accept letters of guarantees or potential liabilities for covering medical costs not claimable under medical insurance in extraordinary situations (e.g. isolation facilities' services during pandemics).

#### **Application Code**

EGYR000970-10599

#### **Application procedure**

##### **\* Not yet registered in the UNV Talent Pool?**

Please first register your profile at <https://vmam.unv.org/candidate/signup>. Important: After creating your account, complete all sections of your profile and submit it. Then go to 'My Page' at <https://vmam.unv.org/candidate/mypage> and click on the 'Special Calls' hyperlink. Lastly, select the special call to which you would like to apply.

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**\* Already registered in the UNV Talent Pool?**

Please first update your profile at <https://vmam.unv.org/candidate/profile>. Then go to 'My Page' at <https://vmam.unv.org/candidate/mypage> and click on the 'Special Calls' hyperlink to select the special call to which you would like to apply.

This is a national UN Volunteer assignment, therefore only nationals of Egypt and legal residents in Egypt with the status of refugee or with the status of being stateless are eligible to apply.

**Application deadline:** 28-09-2021

**doa.apply\_url**

<https://vmam.unv.org/candidate/show-doa/RUdZUjAwMDk3MA==>

**Disclaimer**

*United Nations Volunteers is an equal opportunity programme which welcomes applications from qualified professionals. We are committed to achieving diversity in terms of gender, nationality and culture.*