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

<table>
<thead>
<tr>
<th>Country of Assignment</th>
<th>Morocco</th>
</tr>
</thead>
<tbody>
<tr>
<td>Host Institute</td>
<td>United Nations Development Programme</td>
</tr>
<tr>
<td>Volunteer Category</td>
<td>National Specialist</td>
</tr>
<tr>
<td>Number of Volunteer</td>
<td>1</td>
</tr>
<tr>
<td>Duration</td>
<td>12 months</td>
</tr>
<tr>
<td>Expected Starting Date</td>
<td>02-03-2020</td>
</tr>
<tr>
<td>Duty Station</td>
<td>Rabat [MAR]</td>
</tr>
<tr>
<td>Assignment Place</td>
<td></td>
</tr>
<tr>
<td>Assignment Place Remark</td>
<td>Family Duty Station</td>
</tr>
</tbody>
</table>

Living Conditions

Morocco is a Middle-Income Country with a population of 35.3 million. Illiteracy (some 30%), poverty (some 4.8% of the population), unemployment (10 – 15%), life expectancy at birth (70 %), and infant mortality (4 %) remain among the major problems which contribute to Morocco’s relatively low ranking on the UN Human Development Index. However, since the last decade, the country has undergone political, institutional, and demographic transitions.

The country is in security phase I following the increase of the terrorist threat including against the UN.

The climate in Rabat and coastal areas is mild with hot summers and wet and rainy short winters.

Accommodation (apartments, studios, villas) is available at reasonable charges.

Public transportation, including the train system (which has a good safety record) is inexpensive and connects all the major centres in the country. Taxis are in abundance in large cities such as Casablanca and Rabat.

Many hospitals and private clinics of international standards (at least 9), offering all services are available at the duty station, in Rabat, and several of these have agreements with the UN insurance company CIGNA based in Belgium. Likewise, other para-medical services, and pharmacies open 24h are available in Rabat.
Assignment Details

**Assignment Title**  
Business operations associate

**Organizational Context & Project Description**

Under the guidance and supervision of the Co-chairs of the Operations Management Team (GMT); the Business Operations Associate provides support to facilitate the development and implementation of the Business Opérations Strategy (BOS) ensuring high quality and accuracy of work. The Business Operations Associate acts as the main focal point for the development of the Business Opérations Strategy. The Business Operations Associate promotes a client, quality and results-oriented approach.

The Business Opérations Associate works in close collaboration with the Operations Management team members and the the working groups consisting of different UN agencies staff.

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

**Task description**

The national UN Volunteer will undertake the following tasks:

**Summary of Key Functions:**

- Plays a key role in coordinating the operational elements for the development of the new Business Operations Strategy (BOS)
- Supports effective and efficient functioning of the Operations Management Team (OMT) and Working groups.
- Supports administrative and logistical services.
- Supports knowledge building and knowledge sharing:
- 1. Plays a key role in coordinating the operational elements for the development of the new Business Operations Strategy (BOS) by ensuring the Implementation of operational strategies and focusing on achievement of the following results:
  - Full compliance of business operations activities with the Business operations guidance and the related procedures.
  - Provision of substantive Inputs to the CO administrative business processes mapping and implementation of the internal standard operating procedures (SOPs).
  - Compilation, analysis and quality assurance of the outcomes of the BOS working groups.
  - Research (data, statistics) and benchmarking in order to inform options for the BOS.
• Support to the OMT co-chairs through provision of substantive inputs for the preparation of OMT and working groups' meetings.

• Preparation of regular presentations for the UNCT on the elaboration of the BOS.

• Writing of the BOS document.

• Support for the implementation of the BOS.

2. Supports effective and efficient functioning of the OMT and its working groups, focusing on achievement of the following results:

• Provision of effective secretariat support to the BOS committee, including agenda settling and drafting of meetings' minutes.

• Maintenance of OMT and BOS working groups calendar of meetings.

• Organisation of the logistics of the BOS retreats and OMT meetings by ensuring smooth coordination of tasks across all parties involved in the development of the BOS.

• Regular contacts with OMT members and working groups, facilitation of ad hoc meetings with OMT co-chairs, as needed.

• Maintenance of the documents filing system and of the records of the BOS elaboration process.

• Follow-up on OMT decisions.

• Provision of support for the launch of the BOS.

4. Support knowledge building and knowledge sharing in the CO, focusing on achievement of the following results:

• Focal point for BOS guidance and tools.

• Provision of knowledge support at trainings for the OMT and working groups.

• Coordination of clear flow of information and communication regarding the development of the BOS.

• Facilitation of exchanges with OMTs in the region on BOS development.

• Identification and compilation of best practices.

• Contributions to knowledge networks and communities of practice.

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
Required Degree Level
Bachelor degree or equivalent

Education - Additional Comments
Bachelor’s or Master’s degree in management or project management is desirable.

Required experience
60 months

Experience Remark
• 5 years of relevant experience in administration or programme support service.
• Demonstrated prior experience in planning or coordinating aspects of medium/large-scale projects.
• Experience in the usage of computers and office software packages (MS Word, Excel etc.)
• Experience in handling of web-based management systems.

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

Area of Expertise
• Other development programme/project experience Mandatory
• Monitoring and evaluation Mandatory

Results/Expected Outputs
The key results have an impact on the efficiency of the BOS working groups. Accurate presentation of information strengthens the capacity of the office and promotes the image of UN as an effective contributor to the development of the country.

• 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.
• Administration and administrative assistance Mandatory

Area of Expertise Requirement
Need Driving Licence No

Competencies & Values

• Accountability
• Adaptability and Flexibility
• Communication
• Empowering Others
• Ethics and Values
• Knowledge Sharing
• Managing Performance
• Planning and Organizing
• Respect for Diversity
• Working in Teams
• Building Trust
• Client Orientation
• Commitment and Motivation
• Commitment to Continuous Learning
• Creativity
• Integrity
• Judgement and Decision-making
• Leadership
• Professionalism
• Self-Management
• Technological Awareness

Conditions of Service and other information

Condition of Service

Click here to view Conditions of Service

Conditions of Service:

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.
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**

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.

**Application Code**
MARR000110-6349

**Application procedure**

**Comment devenir Volontaire des Nations Unies ?**
1. Créez votre profil sur la base de données de talents du Programme VNU
   [https://vmam.unv.org/candidate/signup](https://vmam.unv.org/candidate/signup)

2. Remplissez toutes les sections et soumettez votre profil


Mettez à jour régulièrement votre profil sur VMAM pour booster votre carrière.

**Les indemnités des Volontaires des Nations Unies :**

En plus d'une couverture médicale et assurance vie durant l’affectation, les Volontaires des Nations Unies ont droit à des indemnités qui peuvent être consultées en visitant le lien ci-dessous et en indiquant (i) le pays de l'affectation i.e. Maroc et (ii) la catégorie de Volontariat : VNU National Spécialiste *(National Specialist)*

Lien vers le calcul des allocations des Volontaires [https://vmam.unv.org/calculator/entitlements](https://vmam.unv.org/calculator/entitlements)

**Date limite de soumission :** 02/03/2020.

doa.apply_url
[https://vmam.unv.org//candidate/show-doa/TUFSUjAwMDExMA==](https://vmam.unv.org//candidate/show-doa/TUFSUjAwMDExMA==)

**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.