

1. Job Type

2. Job Information

Title

Functional Group - Level 1 Grade

Functional Group - Level 2 Job Code

Functional Group - Level 3 CCOG Code

Functional Clearance Required

FOR EXPERT POSITIONS ONLY

Position Number Location

Supervisor Position Number

Supervisor's Title Supervisor Grade

3. Organizational Setting and Work Relationships

The Senior Supply Officer leads, oversees, coordinates and supports the supply activities at global, regional or country operations level. The position may be located at Headquarters (within DESS), in a Regional Bureau or in a Country Office. In the Bureau the incumbent normally reports to the Senior Operations Coordinator or to the Head of Bureau Strategic Planning and Management Service or the Senior Strategic Planning and Management Coordinator. In the Country Operation s/he normally reports to the Head of Office, to the Representative or the Deputy Representative (Operations) at the same level as the Programme and Administration functions. The incumbent directly supervises professional and general service staff in an operation.

The incumbent will ensure effective local supply chain that enables the operation to meet the needs of persons of concerns as well as timely delivery of quality goods and services to persons of concern.

The incumbent will advise Country Operations on how to create/maintain a supply chain infrastructure that is robust and flexible enough to accommodate the needs of the operation and that enables timely emergency responses, along with regional oversight of effective partners to support supply activities.

The incumbent maintains impartial, ethical and customer-oriented relations with suppliers and Partner organizations; exchanges information with counterparts in other UN agencies, and International Organisations within the limits established by UN /UNHCR Procurements Rules and assists with joint procurement actions if, as and whenever necessary. In the Bureau the incumbent will assist upon needs, in operations will coordinate the delivery of assistance from the regional warehouse, if applicable. S/he will liaise with SMS staff who manage the Global Stockpiles and who manage the Global Asset and Fleet Management, if and as required. In addition, the incumbent will coordinate with SMS regarding policies, overall planning and management of resources that have an impact on Supply or where Supply has an impact on other parts of the operation.

In the Bureau the Senior Supply Officer function extends to providing advice, capacity-building, coaching and guidance on policy and operational issues to ensure compliance with UNHCR procurement, logistics and asset management rules and regulations; as well as support supply planning, implementation, reporting and statistics. The Senior Supply Officer, being part of the Bureau Supply team will, take on the role of advising, analysing and coaching the supply functions at Country Operation levels. The Senior Supply Officer from the Bureau will primarily focus on advising and reviewing the sourcing/procurement aspects of the supply function, as Bureau remains a procurement-prone region requiring a sound level of risk management tools. In complex and challenging operational environment, an excellent procurement expertise will then be required to mainstream UN procurement principles as well as UNHCR internal policies throughout the region. Furthermore, the incumbent will be the ex-officio of the Regional Committee on Contracts which has been established to approve cases at a higher threshold than the Local Committee on Contracts. In addition, the incumbent will review procurement cases from the operations that are above the country operations delegations, provide feedback as required and clear them for the relevant procurement authority. S/he will also have a large responsibility on capturing, analysing and reporting the information from the different Country Operations of the Bureau. This would require strong interaction and coordination in addition to an excellent knowledge of UNHCR tools (MSRP, Focus) and data analysis.

In country operations the incumbent will have direct working relationship/arrangement with the Head of UNHCR offices that fall within the domain of the office and will also have a responsibility to monitor, coach, guide and intervene with the staff within the given area of responsibility.

The incumbent will also create/maintain offices' supply chain optimised and aligned with the operations' evolving needs and management systems.

All UNHCR staff members are accountable to perform their duties as reflected in their job description. They do so within their delegated authorities, in line with the regulatory framework of UNHCR which includes the UN Charter, UN Staff Regulations and Rules, UNHCR Policies and Administrative Instructions as well as relevant accountability frameworks. In addition, staff members are required to discharge their responsibilities in a manner consistent with the core, functional, cross-functional and managerial competencies and UNHCR's core values of professionalism, integrity and respect for diversity.

4. Duties

- Analyse the existing infrastructure and ensure that it is optimally aligned with the operational needs.
- Coordinate and manage all activities pertaining to the supply chain function including planning, sourcing, transport, shipping, customs clearance, warehousing, asset and fleet management in the operation.
- Coordinate and manage the procurement process to ensure timely, cost-effective and adequate delivery of commodities and services to support operational needs.
- Develop relevant contacts and build constructive relations with government authorities, implementing partners, UN agencies and others, to foster mutual cooperation for the timely delivery of relief items avoiding bottlenecks such as streamlining customs clearance processes.
- Set up and adapt standard supply chain structures to the local environment that are consistent with the operational needs.
- Support and guide the office should they need additional office space or extensions to their office leases, lease hold improvements or other construction. Carry out the procurement aspect of the establishment of office leases or extensions.
- Coordinate with CBI stakeholders the design and implementation of the market assessment and market monitoring to determine if CBI is option. Carry out the procurement action to contract Financial Service Providers (FSP).
- Identify partners for supply chain projects based on objectives, priorities, strengths and resources of the Partner and/or contractor, according to criteria consistent with UNHCR rules and regulations.
- Identify, assess and select vendors based on their capability for delivering commodities and services. Maintain vendor and item master databases.
- Implement effective asset and fleet management that regularly monitors the asset/fleet pool, increase efficiency and safeguards the investment of the organisation.
- Draw up plans for the disposal and replacement of old and obsolete asset and coordinate with SMS on the proper disposal of assets.
- Analyse the quality of commodities and services delivered in relation to the needs of the location and established quality standards.
- Coordinate activities of Partners and/or contractors performing supply related activities, and ensure that they understand and adhere to relevant UNHCR rules and procedures. Ensure Supply participation in the multifunctional teams for partner verification.
- Establish and maintain an efficient and skilled workforce that is capable of supporting on-going operations.
- Maintain an up-to-date overview of the location's supply chain capacity and preparedness, as well as, that of its partners to ensure that adequate capacity exist also to cover emergencies.
- Monitor the quality and accuracy of supply chain related data in relevant business systems. Compile and analyse statistical information, identify trends and developments in supply chain related matters that will assist in decision making.
- Resolve difficulties in the local supply chain by finding solutions to problems and bottlenecks, and provide regular reports on supply chain activities, the status of requests and the availability of items in the supply chain.
- Disseminate, promote commitment to and monitor compliance with UNHCR's global policies, standards and guidance on supply chain management.
- Ensure effective information flow in the supply chain and adapt process and documents to the prevailing environment.
- Coordinate the work of the supply units so as to achieve operational objectives in a timely and cost-effective manner. Ensure the effective and efficient use of financial and material resources within the rules and procedures of UNHCR.
- Prepare plans for delivery of relief items according to UNHCR's short and medium term requirements.
- Plan and develop an effective procurement plan for the geographical area of responsibility taking into account local procurement options. Use procurement planning tools and DEMANTRA demand planning.
- Ensure adequate capacity to respond to an emergency and develop contingency plans for the supply function as part of the operational plan.
- Act as ex-officio for the related contract committee. Review and/or clear procurement cases for the relevant procurement authority.
- Assess the environment and situation in which a supply operation will take place. Implement supply operations in the best manner possible through elimination of obstacles.

- Sustain the supply chain's capacity throughout an emergency and ensure an efficient flow of relief items to the persons of concern. Rapidly respond to changing needs and quickly reallocate resources when required.
- Implement practical projects to improve supply performance that has clear objectives, timescales, tasks and resources defined. Monitor the project execution against the plans and take action when actual implementation deviates from plans.

In the Regional Bureaux:

- Advise Country Operation on how to implement supply operations based on interpretations of the situation and conclusions to how the operation can be best implemented.
- Ensure that global Supply policies are understood by all Supply teams in the region by offering summaries and relevant interpretations in the regional context.
- Seek opportunities for regionalizing and streamlining Supply operations where operational advantage can be achieved
- Track the progress of specific periodic operations and provide guidance that ensures timely implementation.
- Organize and deliver training at regional level in the different Supply functions such as procurement, logistics, asset and fleet management.
- Coach and advise individuals or Supply teams as requested.
- Tracks global Supply KPIs for the region and devise regional ones as required.
- Monitor all periodic Supply exercises such as monthly reconciliations, quarterly physical inventory exercises, year-end accounts closure procedures and ensure that they are implemented throughout the region.
- Regularly visit country operations and their Supply teams including visits to camps and other operational sites, provide oversight and support within the operational context.
- Provide a diagnostic on MSRP management reports for country operations, and coordinating with the Regional Supply Coordinator for necessary follow-up to ensure that data, in particular stocks accurately and completely reflect the reality in the warehouses.
- Review country financial reports and work with the Country Operations Supply Team leaders to address red areas relating to Supply aspects of operations.
- Ensure that country needs assessment plans are established, combine them into regional procurement plans and monitor their timely implementation and changes based on operational needs.
- Monitor and advise operations on import and customs clearance (as required) to resolve and ensure bottlenecks a smooth flow of goods to the operations.
- Ensure coordinated emergency deployments of supply staff in consultation with SMS to countries in the Bureau.
- Perform other related duties as required.

5. Minimum Qualifications

Education & Professional Work Experience

Years of Experience / Degree Level

For P4/NOD - 9 years relevant experience with Undergraduate degree; or 8 years relevant experience with Graduate degree; or 7 years relevant experience with Doctorate degree

Field(s) of Education

Supply Chain Management; or other relevant field.

Business Administration;

International Commerce;

Engineering

(Field(s) of Education marked with an asterisk* are essential)

Certificates and/or Licenses

Certificate from Chartered Institute of Purchasing & Supplies, e.g. CFIPS, CMIPS, MCIPS

(Certificates and Licenses marked with an asterisk* are essential)

Relevant Job Experience

Essential

Proficient knowledge of logistics/supply systems with proven experience at previous work positions, preferably UN. Good working knowledge and experience in handling contract issues in the context of UN policies and standards. Experience in contract

negotiations; ability to provide technical guidance to subordinate staff; ability to plan and organise work assignments, often under close deadlines. Proven ability to deal with multiple tasks with speed, in a courteous and service oriented manner. Proven ability to manage a team.

Desirable

Database management skills and experience and working knowledge of ERP systems, ideally of UNHCR's MSRP Supply Chain Module would be an advantage. Strong interpersonal and negotiation skills to deal with persons of different cultural and educational backgrounds. Technical knowledge of types of services, supplies and goods purchased by UNHCR for Headquarters, Regional and Field Offices would be an advantage. Relevant training, such as CIPS, or other public procurement trainings. Knowledge of UN and UNHCR Financial Regulations and Rules relating to procurement and UNHCR Chapter 8. Aviation services knowledge for movements of goods/passengers.

Functional Skills

UN-UN/UNHCR Administrative Rules, Regulations and Procedures;
SC-Supply Chain/Procurement Management;
SC-UNHCR Procurement Rules and Procedures;
Supply Chain planning and strategy development;
DM-Database Management
MG-Negotiation

(Functional Skills marked with an asterisk* are essential)

Language Requirements

*For International Professional and Field Service jobs: **Knowledge of English and UN working language of the duty station if not English.***
*For National Professional jobs: **Knowledge of English and UN working language of the duty station if not English and local language.***
*For General Service jobs: **Knowledge of English and/or UN working language of the duty station if not English.***

6. Competency Requirements

All jobs at UNHCR require six core competencies and may also require managerial competencies and/or cross-functional competencies. The six core competencies are listed below.

Core Competencies:

Accountability
Communication
Organizational Awareness
Teamwork & Collaboration
Commitment to Continuous Learning
Client & Result Orientation

Managerial Competencies:

Empowering and Building Trust
Judgement and Decision Making
Managing Performance
Managing Resources

Cross-Functional Competencies:

Planning and Organizing
Analytical Thinking
Stakeholder Management

All UNHCR workforce members must individually and collectively, contribute towards a working environment where each person feels safe, and empowered to perform their duties. This includes by demonstrating no tolerance for sexual exploitation and abuse, harassment including sexual harassment, sexism, gender inequality, discrimination, and abuse of power.

As individuals and as managers, all must be proactive in preventing and responding to inappropriate conduct, support ongoing dialogue on these matters and speaking up and seeking guidance and support from relevant UNHCR resources when these issues arise.

This is a Standard Job Description for all UNHCR jobs with this job title and grade level. The Operational Context may contain additional essential and/or desirable qualifications relating to the specific operation and/or position. Any such requirements are incorporated by reference in this Job Description and will be considered for the screening, shortlisting and selection of candidates.

1. Job Type

2. Job Information

Title

Functional Group - Level 1 Grade

Functional Group - Level 2 Job Code

Functional Group - Level 3 CCOG Code

Functional Clearance Required

FOR EXPERT POSITIONS ONLY

Position Number Location

Supervisor Position Number

Supervisor's Title Supervisor Grade

3. Organizational Setting and Work Relationships

The position may be located at Headquarters (within DESS), in a Regional Bureau or in a Country Office. In the Bureau, the incumbent normally reports to the Senior Management in charge of Supply, Senior Supply Coordinator, Senior Operations Coordinator or to the Head of Bureau Strategic Planning and Management Service or the Senior Strategic Planning and Management Coordinator. In the Country Operation s/he normally reports to the Head of Office, to the Representative or the Deputy Representative (Operations) at the same level as the Programme and Administration functions.

The Senior Procurement Officer leads, oversees, coordinates, and supports the procurement activities at global, regional, or country operations level. The incumbent will lead a procurement team, whilst discharging her/his duties and in doing so s/he will supervise staff in the international professional and general service category.

The incumbent will manage the procurement processes in a timely and cost-effective manner, in conformity with UN/UNHCR's procurement rules and regulations. S/he is responsible to lead the development of complex goods and services contracts, clearly define terms and conditions, ensure best value for money, and pro-actively manage associated risks. Thus, the Senior Procurement Officer must ensure that high quality acquisition process is combined with faster turnaround of end-to-end procurement actions (from planning to contract establishment and order placement) and timely delivery of goods and services for effective program implementation. The incumbent acts as Ex-Officio to the HCC.

The incumbent's role is to deploy effective and efficient procurement skills in conformity with the prevailing rules and regulations. S/he will assist in the development and recommendation of various operational policies and procedures within the framework of UNHCR procurement rules and regulations and provide expert functional advice to the upgrade of operating systems/tools. S/he will contribute to effective procurement strategy, in cooperation with HQ or Field Requestors and other relevant stakeholders, factoring in sustainability, social, economic, environmental and/or climate considerations in support of SDG12. In this aspect, s/he will provide functional advice to Requesting Units and other relevant stakeholders, promote public procurement practices that are sustainable and guide in the drafting of frame agreements.

The incumbent will need to deploy an effective global framework for managing suppliers, across the three dimensions of administration, contract performance and ethical compliance. Good, professional, and ethical relations will be maintained with suppliers. This gives a key external image of the function, where the incumbent must represent the Organisation with gravitas and with the required technical expertise that will engender supplier confidence.

The incumbent also maintains an open communication channel and shares information with counterparts in other UN agencies, and International Organisations within the framework of joint UN collaboration and mutual recognition, if and whenever necessary. S/he is responsible for observing the maximization of resources and the simplification of processes through cooperation with other UN agencies (Deliver as One), and with her/his involvement in inter-agency coordination mechanisms.

The Senior Procurement Officer function extends to providing advice, capacity-building, coaching and guidance on policy and operational issues to ensure compliance with UNHCR procurement rules and regulations. The incumbent plays an important role in identifying opportunities for capacity development in the supply teams, for requesting units, and for other stakeholders (such as Partners).

All UNHCR staff members are accountable to perform their duties as reflected in their job description. They do so within their delegated authorities, in line with the regulatory framework of UNHCR which includes the UN Charter, UN Staff Regulations and Rules, UNHCR Policies and Administrative Instructions as well as relevant accountability frameworks. In addition, staff members are required to discharge their responsibilities in a manner consistent with the core, functional, cross-functional, and managerial competencies and UNHCR's core values of professionalism, integrity and respect for diversity.

4. Duties

- Design and continuously improve procurement planning tools and procedures to be used by UNHCR and partner Organizations.
- Establish strategic procurement plans to improve value for money and monitor procurement forecasts versus actual requirements, factoring in sustainably, economic, environmental and/or climate considerations.
- Develop procurement and supply chain strategies for important commodities and services and ensure adequate capacity to respond to emergencies.
- Make recommendations to improve contract clauses and processes to ensure the best delivery and service terms.
- Coordinate, manage and support the procurement process to ensure timely, cost-effective, and adequate delivery of goods and services to support operational needs.
- Conduct market surveys, identify, assess, and select vendors based on their capability for timely and effective delivery.
- Advise on relevant purchase requests to ensure they are complete and in accordance with specifications, standards, procurement policy and procedures, available resources, and delivery time.
- Clear and approve relevant tendering documents for procurement of goods and services up to delegated authority.
- Negotiate and conduct interviews with suppliers as required.
- Prepare, clear, approve and present relevant submissions to the relevant Committee on Contracts in conformity with UN/UNHCR Financial Rules and Regulations, in the role of Ex-Officio.
- Prepare contracts and Purchase Orders based on Statement of Works or Terms of Reference from requesting sections and send confirmations, requests for inspection and other correspondence.
- Approve and sign contracts and purchase orders, as well as frame agreements according to delegated authority.
- Support and guide the office, on the procurement aspect, should they need additional office space or extensions to their office leases, lease hold improvements or other construction.
- Coordinate with CBI stakeholders the design and implementation of the market assessment and market monitoring to determine if CBI is option. Carry out the procurement action to contract Financial Service Providers (FSP).
- Ensure Vendor review and administration is properly conducted and managed, including maintenance of the vendor and item master databases.
- Organize and conduct periodic contract performance reviews in conjunction with requesting units and provide feedback to relevant parties.
- Monitor the quality and accuracy of supply chain related data in relevant business systems.
- Analyse statistical information; identify trends and developments in procurement related matters that will assist in decision making.
- Resolve difficulties in the local supply chain by finding solutions to problems and bottlenecks, and provide regular reports on supply chain activities, the status of requests and the availability of items in the supply chain.
- Disseminate, promote, and monitor compliance with UNHCR's global policies, standards, and guidance on supply chain management.
- Coordinate the work of the procurement function to achieve operational objectives in a timely and cost-effective manner. Ensure the effective and efficient use of financial and material resources within the rules and procedures of UNHCR.
- Identify partners for supply chain projects based on objectives, priorities, strengths, and resources of the Partner and/or contractor, according to criteria consistent with UNHCR rules and regulations.
- Coordinate activities of Partners and/or contractors performing supply related activities and ensure that they understand and adhere to relevant UNHCR rules and procedures.
- Advise operations and colleagues on partner procurement multifunctional team role and Partner Procurement Qualification processes and requirements.
- Maintain an up-to-date overview of the location's supply chain capacity and preparedness, as well as, that of its partners to ensure that adequate capacity exist also to cover emergencies.
- Develop relevant contacts and build constructive relations with government authorities, partner Organizations, UN Agencies, and other external counterparts to foster mutual cooperation for timely delivery of goods and services, avoiding bottlenecks such as streamlining green light processes and customs clearance processes.
- Ensure effective information flow in the supply chain.
- Establish and maintain an efficient and skilled workforce that can support on-going operations.

- Manage staff performance and coordinate procurement activities ensuring broad understanding and adherence to the relevant and prevailing procurement rules and procedures.
- In coordination with GLDC and the Supply focal points, contribute to the development and provision of procurement training.
- Monitor infrastructure and ensure that it is optimally aligned with the operational needs.
- Implement practical projects to improve supply performance that has clear objectives, timescales, tasks, and resources defined and monitors the project execution against the plans and acts when actual implementation deviates from plans.
- Perform other related duties as required.

Regional Bureaux

- Advise Country Operations in implementing procurement strategies based on requirements, risks, and emergency context. Contribute to the elaboration of contingency planning whenever needed.
- Provide advice, capacity-building, coaching and guidance on policy and operational issues to ensure compliance with UNHCR procurement rules and regulations.
- Advise and review the sourcing/procurement aspects of the supply function, as Bureau remains a procurement-prone region requiring a sound level of risk management tools.
- Mainstream UN procurement principles, as well as UNHCR internal policies throughout the region.
- Secondary review for RCC Submission.
- Act as Ex-officio of the Regional Committee on Contracts.
- Capture analyse and report on procurement data from the different Country Operations of the Bureau.
- Monitor adequate implementation of procurement KPIs for the region and draft regional ones, as required.
- Design procurement regional training materials and deploy adequate training tools of regional supply staff and relevant stakeholders.

Country Operations

- Coordinate procurement activities of UNHCR Partners and/or contractors within the AoR, ensure that they understand and adhere to relevant UNHCR rules and procedures.
- Engage with MFT on delegation of procurement to partners. Clear the recommendations made by the supply function under comparative analysis
- Adapt standard supply chain structures to the local environment that are consistent with the operational needs.
- Engage with local authorities to facilitate timely green light processing and customs clearance of consignments.
- Coordinate local inter-agency procurement activities.
- Act as ex-officio in the LCC Review and clear procurement cases for the relevant procurement authority.

5. Minimum Qualifications

Education & Professional Work Experience

Years of Experience / Degree Level

For P4/NOD - 9 years relevant experience with Undergraduate degree; or 8 years relevant experience with Graduate degree; or 7 years relevant experience with Doctorate degree

Field(s) of Education

*Procurement,
Business Administration,
or other relevant field.*

*Supply,
Law,*

*Logistics,
Engineering,*

(Field(s) of Education marked with an asterisk* are essential)

Certificates and/or Licenses

*Proc & Supply Fellowship-CIPS
IAPSO/UNDP Procurement
UN Joint Logistics Centre
Project Management Certification*

(Certificates and Licenses marked with an asterisk* are essential)

Relevant Job Experience

Essential

Profound and extensive functional procurement expertise is essential to enable effective procurement processes that deliver the best outcomes for UN in compliance with rules and regulations. Strong theoretical background and substantive experience in contracting for goods and services, excellent working knowledge of business administration and contractual laws. Experience in handling complex contract issues in the context of public procurement. Knowledge of best practices of procurement and subject matter expert in public procurement. Proven problem solving and statistical analysis capacity. Proven ability to lead a team. Proven proactive and customer service-oriented attitude. Experience in contracts negotiations; ability to provide technical guidance to subordinate staff; ability to plan and organise work assignments, often under close deadlines. Proven ability to deal with multiple tasks with speed, in a courteous and service-oriented manner. Team player, flexible and adaptive in various situations, including multi-cultural and multi-lingual environments. A combination of excellent technical and soft management skills including an extensive experience in negotiations is a further requirement. Good understanding on applying International Commercial Terms (INCOTERMS), experience in international transport arrangements by air, sea and land including basic understanding on customs clearance formalities, cargo specific requirements (i.e. dangerous goods, temperature-controlled goods, etc) and basic packaging / palletization requirements.

Desirable

Combination of academic knowledge, procurement management and field supply experience. Technical knowledge of types of services and goods purchased by UNHCR's Headquarters as well as Regional and Field Offices. Relevant training, such as CIPS, IAPSO, UNJLC or other public procurement trainings. Experience and working knowledge of ERP systems, and UNHCR's MSRP Supply Chain Module.

Functional Skills

MG-Leadership

SC-PeopleSoft Supply Chain Management

SC-Contract management

IM-Statistics Analysis

SC-Supply Planning

UN-UN/UNHCR Financial Rules and Regulations and Procedures

MG-Business Administration

SC-Customer Oriented Skills – Care

SC-UN/UNHCR Procurement Rules and Procedures

MS-Provide support, advice, and guidance in the relevant field

(Functional Skills marked with an asterisk* are essential)

Language Requirements

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*For National Professional jobs: **Knowledge of English and UN working language of the duty station if not English and local language.***

*For General Service jobs: **Knowledge of English and/or UN working language of the duty station if not English.***

6. Competency Requirements

All jobs at UNHCR require six core competencies and may also require managerial competencies and/or cross-functional competencies. The six core competencies are listed below.

Core Competencies

Accountability

Communication

Organizational Awareness

Teamwork & Collaboration

Commitment to Continuous Learning

Client & Result Orientation

Managerial Competencies

Empowering and Building Trust

Judgement and Decision Making

Leadership

Managing Performance

Managing Resources
Strategic Planning and Vision

Cross-Functional Competencies

Technological Awareness
Negotiation and Conflict Resolution
Stakeholder Management

This is a Standard Job Description for all UNHCR jobs with this job title and grade level. The Operational Context may contain additional essential and/or desirable qualifications relating to the specific operation and/or position. Any such requirements are incorporated by reference in this Job Description and will be considered for the screening, shortlisting and selection of candidates.