

United Nations JPO Programme



TERMS OF REFERENCE 20P218

JPO (Associate Expert)

I. General Information

Title: JPO in Supply Chain Management Business Intelligence

Sector of Assignment: Logistics Support

Organization/Office:

United Nations Department of Operational Support (DOS), Office of Supply Chain Management (OSCM), Logistics Division (LD) in New York

Duty Station:

New York, USA

Duration:

One year (with possible extension for another year)

[Extension of appointment is subject to yearly review concerning priorities, availability of funds, and satisfactory performance]

II. Supervision

Title of Supervisor:

Director of Logistics Division in OSCM (at UNHQ NY) or her designated official

Content and methodology of supervision:

- Induction program outlining the functions of the Director office in Logistics Division;
- Introduction to and liaison with other components with the Division, as well as relevant counterparts at Headquarters.
- The incumbent is expected to work independently with minimum supervision and be able to solve problems and difficulties independently that are within his/her delegated authority.

Establishment of a Work Plan: During the first month of the assignment, the Junior Professional Officer (JPO) will work jointly with his/her direct supervisor to finalize an agreed upon work plan. The final work plan will be discussed and mutually agreed to by the JPO and his/her supervisor.

Evaluation: The United Nations Performance Evaluation System (e-performance) will serve as a primary platform to evaluate of the JPO's performance.

III. Duties, Responsibilities and Output Expectations

The JPO will support the Director Office of Logistics Division with the following tasks:

1. Assist in the identification of information sources from Enterprise Resource Planning (ERP) systems modules and other relevant systems of record to capture required data for the end-to-end Logistics business performance. Extract, analyze and integrate data to assist in the development of operational, analytical and strategic reporting solutions. Develop, optimize and maintain visualizations tools to provide real-time insights to business data. Contribute to design, implement and report on Key Performance Indicators (KPIs) for the end-to-end Supply Chain and Logistics Performance Management. Contribute to the formulation of Standard Operating Procedures for measuring the KPIs for the end-to-end Logistics processes through application of metrics for process diagnostics. Assist in analyzing data to identify problematic areas and provide inputs for improvements of Logistics processes. Monitor key indicators to analyse the overall Logistics performance against established benchmarks/targets.
2. Prepare recommendations to supervisor and other stakeholders based on data analysis and independent root cause analysis conducted with key stakeholders/business process owners. Produce timely and actionable information which help drive business results and guide decision making process. Advise and contribute to promote effective analytic models and creative data visualization to derive actionable intelligence and enable management decisions.
3. Contribute to the development of business rules, guidelines, standard operating procedures and other guidance materials based on the UN regulations and rules, international standards and recommended practices on logistics support.
4. Assist in operationalization of Supply Chain management concepts, implementation instructions on Logistics self-assessment and performance reporting. Effectively engage in the formulation of user requirements for IT systems in support of materials management and Logistics activities.
5. Gather requirements from various stakeholders and business process owners to define specific business requirements for the end-to end Logistics Performance Management. Contribute to the development and promulgation of Business Intelligence Guidance and Procedures and monitor compliance. Contribute to promote continuous improvement and innovation in the area of Supply Chain Performance Management and Logistics.
6. Contribute to the proper execution of functions carried out within the Office and assist with development of work plans and supervision of support staff. Assist in the analysis and identification of requirements for capacity building and provide support for conducting training events
7. Ensure that Business Intelligence activities are in compliance with the DOS, OSCM and Logistics Division policies strategic objectives.
8. Perform other duties, as required.

IV. Qualifications and Experience

Education:

Advanced university degree in Supply Chain Management, Logistics, Information Management, Business Administration, or related field.

Certifications in Project Management (PRINCE2 or equivalent), Supply Chain (SCOR-P, CSCP or equivalent), Lean Six Sigma are desirable.

Work experience:

A minimum of two (2) years of progressively responsible experience in supply chain management, logistics, procurement, information management or related area is required. Experience in developing and implementing Key Performance Indicators (KPIs) is required. Experience working with data analytics and visualization tools is required. Experience developing data analytics and visualization reports and dashboards is required. Experience

working in an international environment is desirable. Experience in working with Enterprise Resource Planning (ERP) is desirable. Experience in data integration is desirable.

Languages:

English and French are the working languages of the United Nations Secretariat. For the position advertised, fluency (oral and written) in English is required. Working knowledge of another UN official language is desirable.

Other skills:

Experience in providing support service in the areas of supply chain management in a complex, volatile, conflict or post-conflict environment is desirable.

UN competencies:

Professionalism – Ability to simplify complex information and communicate complex or statistical information to less-technically trained team members. Strong visual design skills, strong knowledge of Microsoft Office. Skilled in business process analysis, data extraction, transformation and management, data governance and quality audit. Demonstrates professional competence and mastery of subject matter; is conscientious and efficient in meeting commitments, observing deadlines and achieving results; shows persistence when faced with difficult problems or challenges; and remains calm in stressful situations. Excellent political analysis skills, with an ability to identify problems (political, economic and social) affecting a country or geographic area.

Communication – Ability to clearly and concisely tailor and communicate complex issues, key decisions and positions to a variety of audiences, orally and in writing; and ability to develop contacts and foster collaboration and coordination with other persons and entities on current initiatives and studies pertinent to the assigned area.

Teamwork – Excellent interpersonal skills; demonstrated ability to work effectively within a team; values other peoples’ ideas and expertise; and willing to learn from others.

Planning and organizing – Ability to work under tight deadlines and to plan, coordinate and manage own work plan.

Integrity – Maintains impartiality and demonstrates the values of the United Nations.

Respect for diversity – Demonstrated ability to work in a multi-cultural, multi-ethnic environment and to maintain effective working relationships with people of different national and cultural backgrounds; and shows sensitivity and respect for diversity.

V. Learning Elements

On completion of the assignment, the JPO will have/be able to:

Understand business intelligence and coordination mechanisms of the supply chain and logistics requirements for the United Nations, from a larger-scale, headquarters-perspective;

Draft clear and concise assessment reports;

Work with a variety of analytical tools and methodologies;

Work efficiently in a multi-disciplinary and international environment.

VI. Background Information

The Department of Operational Support was established to provide operational advisory services to operating entities across the Secretariat, including other departments, offices away-from headquarters, field missions, and regional commissions. The Office of Supply Chain Management includes the Office of the Assistant Secretary-General for Supply Chain Management, Logistics Division, Procurement Division, Uniformed Capabilities Support Division, and the Enabling and Outreach Service.

The Logistics Division performs a central role in the implementation of end-to-end supply chain management across the United Nations operations. The Division provides direction and advice on logistical matters, monitors and assesses the delivery of strategic transportation and support services, and directs the delivery of transportation and specialist support services in the functional areas of air transport, ground transport, engineering, medical and supply, inclusive of fuel, rations and general supplies and security equipment.

The Office of Director Logistics Division supports the Director in managing and interacting with the Division services, sections, stakeholders, partners and clients to ensure smooth logistics support to United Nations operations. Specifically, determines strategic priorities and change efforts, tracks the Division's progress in meeting its targets, and ensures that needed resources are available and properly utilized to achieve the Division mandate and goals.