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Job Description

Management Services Officer(P3) - (2018/0189 (184382))

Organization: OIOS-Office of Internal Oversight Services

Primary Location: Austria-Vienna-Vienna-IAEA Headquarters

Job Posting: 2018-03-09, 10:02:31 AM

Closing Date: 2018-03-30, 10:59:00 PM

Duration in Months: 6

Contract Type: Monthly Short Term - MST

Probation Period: No Probation

Organizational Setting

The Office of Internal Oversight Services (OIOS) assists the Director General to strengthen the Agency's internal oversight services and its ability to ensure management efficiency and programme effectiveness and to enhance accountability. OIOS comprises four major functional areas: internal audit, investigation, management services and programme evaluation. OIOS provides the Director General and senior management with objective, independent and systematic assessments for the purpose of improving efficiency and effectiveness in programme delivery, improving accountability and ensuring sound governance.

Main Purpose

Under the supervision of the Director of OIOS, the Management Services Officer provides advisory services by employing professional knowledge on reviewing management processes and tools.

Role

The Management Services Officer is (a) a professional specialist (or expert), providing management advisory services which contribute to ensuring that the IAEA remains a reliable steward of public resources and pursues operational excellence, and (b) a team member, mainly supporting the implementation of the OIOS Management Services programme of work in the planning and implementation of reviews.

Functions / Key Results Expected

The Management Services Officer supports the Management Services function of OIOS by bringing professional knowledge and a systematic approach to analyse business processes and practices, and to assess the level of maturity and the room of improvement of management systems and tools:

The Management Services Officer participates to framing and planning OIOS-Management Services assignments independently by conducting field work, including diagnosis of the 'as is' situation, identification of the root causes of managerial issues and drafting of solutions and ways forward and drafting review reports. He/She may be focusing on one or several of the following topics: workflow and processes; organizational structures; policies, procedures and practices; benchmarking against the good practices of other organizations; and efficiency and effectiveness of resource utilization.

The Management Services Officer provides highly qualified methodological expertise on a variety of management frameworks to effectively adapt them to diverse organizational and programmatic contexts. He/She conducts field work and other operational activities autonomously, including interactions with clients at all levels and supervision of external experts engaged in the execution of OIOS-Management Services assignments.

The Management Services Officer may develop advisory methodologies and tools as part of the continuous improvement of OIOS-Management Services, and independently perform benchmarks and analyses of best practices in comparable organizations including collating the results of these exercises.

Competencies and Expertise

Core Competencies

Name	Definition
Planning and Organizing	Plans and organizes his/her own work in support of achieving the team or Section's priorities. Takes into account potential changes and proposes contingency plans.
Communication	Communicates orally and in writing in a clear, concise and impartial manner. Takes time to listen to and understand the perspectives of others and proposes solutions.
Achieving Results	Takes initiative in defining realistic outputs and clarifying roles, responsibilities and expected results in the context of the Department/Division's programme. Evaluates his/her results realistically, drawing conclusions from lessons learned.
Teamwork	Actively contributes to achieving team results. Supports team decisions.

Functional Competencies

Name	Definition
Client orientation	Helps clients to analyse their needs. Seeks to understand service needs from the client's perspective and ensure that the client's standards are met.
Commitment to continuous process improvement	Plans and executes activities in the context of quality and risk management and identifies opportunities for process, system and structural improvement, as well as improving current practices. Analyses processes and procedures, and proposes improvements.
Judgement/decision making	Consults with supervisor/manager and takes decisions in full compliance with the Agency's regulations and rules. Makes decisions reflecting best practice and professional theories and standards.

Required Expertise

Function	Name	Expertise Description
Internal Oversight	Advisory Services and Management Reviews	In-depth knowledge of modern leadership practices including results-based management; change management; project management; financial resource management; HR management; and risk management.
Management and Programme Analysis	Development and Implementation of Management Systems	In-depth knowledge of results-based management as management system, with particular reference to the development, review and improvement of result metrics and indicators.

Asset Expertise Function

Name

Expertise Description

Finance	Accounting	Understanding of Agency's accounting system; ability to apply accounting concepts and tools to advisory assignments.
Management and Programme Analysis	Business Acumen	Ability to understand the Agency's programmatic functions and business models and apply them to managing and measuring results.

Qualifications, Experience and Language skills

- University degree in business/public administration, science, engineering, economics, or another relevant field. Advanced university degree in these disciplines is considered an advantage.
- Minimum of five years of relevant professional experience, three of which in an advisory role, preferably related to planning and implementing major organizational changes, in large public or private organizations.
- Required practical experience in applying techniques and methods for mapping/measuring/analysing: efficiency and effectiveness; workflow and processes; organizational structure alignment with the objectives; financial and resource allocation; and good practices through benchmarking.
- Experience in programme and project management in an international organization is an advantage.
- Excellent oral and written command of English. Knowledge of other official IAEA languages (Arabic, Chinese, French, Russian and Spanish) is an asset.

Remuneration

The IAEA offers an attractive remuneration package including a tax-free annual net base salary starting at **US \$59151** (subject to mandatory deductions for pension contributions and health insurance), a variable [post adjustment](#) which currently amounts to **US \$ 31705***, dependency benefits, [rental subsidy](#), [education grant](#), [relocation](#) and [repatriation expenses](#); 6 weeks' annual vacation, [home leave](#), [pension plan](#) and [health insurance](#)

Applications from qualified women and candidates from developing countries are encouraged

Applicants should be aware that IAEA staff members are international civil servants and may not accept instructions from any other authority. The IAEA is committed to applying the highest ethical standards in carrying out its mandate. As part of the United Nations common system, the IAEA subscribes to the following core ethical standards (or values): [Integrity](#), [Professionalism](#) and [Respect for diversity](#). Staff members may be assigned to any location. The IAEA retains the discretion not to make any appointment to this vacancy, to make an appointment at a lower grade or with a different contract type, or to make an appointment with a modified job description or for shorter duration than indicated above. Testing may be part of the recruitment process

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