

JOB AND PERSON SPECIFICATION

Job Title:	Office Manager (Joint Office for Commonwealth Permanent Missions to the United Nations in New York)
Division:	Secretary-General's Office
Grade:	H
Reports to: Head of Office, Office of the Deputy Secretary-General Corporate	

General Information

The Joint Office for Commonwealth Permanent Missions to the United Nations provides a facility for the representation of small Commonwealth countries at the United Nations that cannot afford the full cost of a Permanent Mission in New York.

Job Summary

The Manager will be responsible for the management and delivery of administrative, financial, personnel, and related services as have been agreed between governments participating in the Joint Office for Commonwealth Permanent Missions to the United Nations in New York, donor governments and the Commonwealth Secretariat.

The post-holder will also be responsible for developing the necessary guidelines for services under their responsibility and for recommending these for approval, to the OASG in consultation with senior management as necessary.

Task Description

The post-holder will be responsible for:

Facilities Management

- Manages the provision of office accommodation to tenant Member Governments and with donor Member Governments including visiting delegations from the Secretariat and Commonwealth countries.
- Acts as the key liaison officer representing the Secretariat in negotiations with commercial landlords, contractors and tenant Member Governments.
- Is responsible for the management, space utilisation, maintenance and servicing, office cleaning and waste services for the Office.
- Reviews options on accommodation proposals, space utilisation and submits recommendations to the Deputy Secretary-General (Corporate).

- Manages and ensures that the common service areas and facilities effectively support the Secretariat and its Commonwealth country tenants' requirements and objectives.
- Develops and implements plans for asset maintenance and replacement.

Management

- Provides leadership to a team of administrative support staff, and is responsible for their appraisals and supervision.
- Promotes sound financial management and procedures and proactively seeks improvement and cost-effectiveness.
- Prepares monthly management and expenditure reports, in conjunction with the Finance and Information Management Section.
- Has overall responsibility for formalising, submitting to HQ and monitoring the annual budget; and assists with securing contributions from Member states.

Health and Safety

- Is responsible for compliance with Health and Safety issues and regulations for all staff, contractors and tenant Member Governments.

Procurement

- Manages the procurement of cost-effective and appropriate goods and services to meet the needs of the Office within a fair and open competitive system.

Representation

- Acts as an interface between the Commonwealth Secretariat and the United Nations, and other international organisations in New York, including through representing the Secretariat in co-ordinating meetings.
- Oversees the coordination of logistical and administrative arrangements for requests of bilateral meetings by the HQ Divisions with the UN and other agencies in New York.
- Represents the Secretariat on a day to day basis and as necessary, on management, budgetary and operational discussions, with tenant Member Governments and with donor Member Governments.
- Hosts the visits of Member Governments as requested from time to time for their purposes of reviewing the facility, for example as potential tenants or potential donors.
- Adheres to the Gender Equality values of the Commonwealth as enshrined in the Charter and Secretariat's Gender Equality Policy.
- Performs any other duties that may be required from time to time.

Person Specification

Education:

- A recognised first degree.
- A recognised professional qualification, preferably in management, procurement, accounting or related qualification.

Experience:

- At least 5 years progressively responsible experience in management preferably, conference services, facilities management, or procurement.
- Experience in providing strategic and best practice advice to senior management regarding health and safety issues, procurement and/or general administration in a multicultural setting.
- Experience in managing employees and setting KPIs for contractors.
- Experience in dealing with a multidisciplinary and specialist teams, and a proven track record of delivering high-quality results.

Desirable:

- A general understanding of the role of an international organisation such as the Commonwealth.
- Experience in dealing with diplomatic missions.
- A working knowledge of French.

Competencies:

Respect for Diversity

Works effectively with people from all backgrounds.

Treats all people with dignity and respect. Treats men and women equally.

Shows respect and understanding of diverse points of view and demonstrates understanding in daily work and decision making.

Examine own biases and behaviours to avoid stereotypical responses and does not discriminate against any individual or group.

Encourages others to evaluate systems, processes & behaviour to ensure respect for diversity is demonstrated

Working with Others

Promotes team work and removes barriers to effective team working

Provides advice and guidance for others sensitively and where appropriate

Establishes ownership for relevant activities from the outset

Develops a wide network, including senior level contacts to facilitate activities and further own knowledge

Manages expectations of member states e.g. to ensure the alignment of what is requested and what Commonwealth Secretariat can offer

Demonstrates an ability to negotiate with and influence senior colleagues and contacts

Proactively liaises with other divisions, partners & third parties

Managing Resources

Identifies targets for team activities and manages progress against objectives

Plans and manages activity spend accurately against budget

Takes responsibility for team activity and finds solutions to set backs in a timely and professional manner

Effectively motivates team e.g. by recognising and promoting team and individual contribution inter alia

Recognises strengths and weaknesses in others, structuring teams based on this knowledge

Drives forward results of others

Takes ownership for team wellbeing

Decision Making

Considers the relevant justifications for a particular course of action

Takes context into consideration when making decisions

Makes effective decisions when acting on behalf of a senior colleague, seeking advice where appropriate

Bases actions and approaches on the root cause of an issue, rather than the symptoms

Accountability

Takes ownership of assigned tasks, honours deadlines.

Ensures timely delivery of outputs within defined cost and quality standard parameters.

Takes responsibility for own shortcomings and compliances.

Supports subordinates, provides oversight and takes responsibility for all delegated assignments.

Leadership and Development

Mentors colleagues effectively e.g. by suggesting development goals and providing on



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the job coaching inter alia

Provides constructive feedback to team members and colleagues with confidence and sensitivity