

## JOB AND PERSON DESCRIPTION

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**Job Title:** Operations Officer

**Division:** Trade & Debt Advisory Services Division

**Grade:** J

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**Reports To:** Director, Trade & Debt Advisory Services Division

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### General Information

The Trade & Debt Advisory Services Division is a Commonwealth Fund for Technical Cooperation (CFTC) division supporting the development efforts of member countries through technical assistance and capacity building. CFTC is a technical assistance instrument aimed at providing sustainable and people-centred development and the elimination of poverty through the provision of professional advice, transfer of best practice and the enhancement of skills and knowledge in support of policy and institutional development, capacity building and specific projects and programmes for economic, social and political development.

### Job Summary

The Operations Officer leads the Programme Support Team (PST) that provides project and administrative support to the division. With the team, the Operations Officer assists the Director and sections in planning budgeting, monitoring and management of technical assistance activities and co-ordination of all administrative matters in the division.

### Task Description

The post-holder provides support to the whole division and supervises the work of PST and is responsible for the following:

#### **Project Formulation and Approval**

- Assists Heads of Sections (HoS) and Project Managers (PM) in reviewing PDDs with emphasis on support elements in accordance with Commonwealth Policies and Procedures
- Provides substantive inputs and assist the Project Managers in the preparation/finalisation of Project Development Document, for Management approval
- Reviews operational budget formats in accordance with the Commonwealth financial management system and ensure accuracy of support documents for approval
- Proactively coordinates and liaises with PMRU on project acceptance, budget revisions, re-profiling and project extensions

### **Project Implementation**

- In liaison with the FMIS and PMRU, advises the Project Managers on Commonwealth Policies and Procedures, Financial Rules and Regulations (FR&R) and other requirements for efficient project implementation and progress
- Tracks activity funds availability and advises Project Managers when required to revise budgets (realignment and amendment)
- Ensures conformity of project disbursement requests with procedures, work plans, and availability of resources for expenditure
- Coordinates and participates in experts' recruitment processes together with the Human Resources Division
- Supervises and reviews submissions for Contracts, Purchase orders, Travel Submissions and related documents prior to final approval
- Notifies Project Managers of best practices and innovative approaches within Commonwealth Financial Rules and Regulations and other policies to support efficient project implementation

### **Operational and Logistic Support**

- Pro-actively coordinates/liases with HoS on all admin matters related to Contract management
- Prepares budget forecast and periodic financial reports for the Management
- Oversees divisional travel arrangements
- Monitors programme and project expenditure (including payment claims) and provides inputs into the annual budgeting process and to reporting exercises
- Alerts Project Managers on shortfalls and over expenditure of operating costs

### **Project Completion**

- Facilitates and assists the Project Managers in preparation of project completion reports
- Ensures final reports and lessons learned are shared within the Division and with other stakeholders where appropriate

### **Coordination and General Duties**

- Ensures detailed coordination within PST and between support services and Project Managers
- Co-ordinates the inputs and prepares Briefs and other documentation for senior management

- Assist in the development and publication of Divisional publications and ensures effective distribution of divisional publications to user institutions
- Acts as the contact point for programme information and co-ordination and represents the division on relevant committees and meetings
- Assist in the development and publication of Divisional publications and ensures effective distribution of divisional publications to user institutions
- Adheres to the Gender Equality values of the Commonwealth as enshrined in the Charter and Secretariat's Gender Equality Policy
- Performs other duties as may be required from time to time

### Person Specification

#### EDUCATION

**Essential:** First Degree in Accounting, Business Administration, Management, Finance or related field.

**Desirable:** Advanced University Degree (Master's Degree or equivalent) in Accounting, Business Administration, Management, Finance or related field.

#### EXPERIENCE

**Essential:** At least 5 years (in possession of a Bachelor's degree) or 3 years (in possession of an Advanced University Degree) of progressively responsible experience in project/programme support services covering client relations, administrative and financial management, procurement, human resources, and logistics, preferably in an international organization.

Evidence of good writing and editing skills.

**Desirable:** The post holder should be able to grasp new processes quickly, work well under pressure and be comfortable working on multiple tasks simultaneously.

#### 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.

Changes systems and processes when biases are identified

### **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.

### **Leadership & Development**

Mentors colleagues effectively e.g. by suggesting development goals and providing on the job coaching inter alia

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

Actively seeks feedback on own performance and acts to modify behaviours where necessary

Inspires others through own enthusiasm