

JOB AND PERSON DESCRIPTION

Job Title: Operations Officer

Division: Governance and Natural Resources Advisory Division

Job Grade: J

Reports to: Director, Governance and Natural Resources Advisory Division

General Information

The Governance and Natural Resources Advisory Division (GNR) is one of the major Secretariat Divisions of the Commonwealth Secretariat. The Division is funded wholly by the Commonwealth Fund for Technical Cooperation (CFTC). The Division is responsible for delivering two key Commonwealth Strategic mandates relating to public institutions, and oceans and natural resources.

The Public Sector Governance Section is responsible for delivering Commonwealth's mandate on Improving Public Administration in member countries. The work of the section focusses on the provision of advice, support and assistance to key institutions at the Centre of Government in order to ensure the effective functioning of Government itself and the governance structures which hold it to account. Covering the full spectrum of public policy, management, and administration, as well as matters relating to civil society and private sector institutions with public responsibilities, the section works in close collaboration with other divisions and external partners to provide assistance across a wide range of development matters in order to meet the specific needs of individual member countries in a diverse, complex, and rapidly changing environment.

The Ocean's and Natural Resources Section is responsible for delivering the Pan-Commonwealth mandate concerning the strengthened and sustainable management of maritime and other natural resources by Member countries. The work of the Section is delivered through the provision of legal, economic and policy advisory services to Member countries focusing upon the management of exhaustible natural resources (minerals, petroleum and gas), the negotiation and delimitation of maritime boundaries (including the extended continental shelf claims) and the development of national and regional strategies for the sustainable management of ocean space and maritime resources.

Job Summary

The Operations Officer, reporting to the Director of the Division will be part of the leadership team of GNR. He/she will be responsible for providing efficient and effective operational and management support to the Division, including in strategic planning, programme and project management, and co-ordination of all administrative matters in the division.

The Operations Officer will supervise two Programme Assistants and a Young Professional Officer, in addition to liaising and working with GNR programme staff, and other Commonwealth Secretariat programmatic and business support divisions.

Key Accountabilities

1. Coordinate the development of the divisional annual operational plans and GNR's contribution to the Commonwealth Secretariat's 4-year Strategic Plan.
2. Coordinate the recruitment of new GNR staff as required, including developing/updating position descriptions and management of contracts, working in close collaboration with the Human Resources Division.
3. Develop, manage and monitor the GNR annual budget, including preparing progress and financial reports as required.
4. Maintain and ensure that GNR has an up-to-date system and operating mechanism, aligned to corporate policy and systems, ensuring accuracy and timely submission of divisional reports and briefs as required.
5. Coordinate and facilitate the work of GNR sections in the implementation of programme and project activities. This will include managing and facilitating GNR's procurement, travel and contracts for consultants and other suppliers, ensuring adherence to relevant corporate policies.
6. Liaising with GNR Section Heads and relevant Programme Advisers in:
 - Managing the process for approval of programmes and projects through the Secretariat's project management information system (ARTEMIS).
 - Managing and facilitating processes aligned to the Secretariat's result-based management framework and principles, including monitoring and evaluation.
7. Coordinate and facilitate the institutionalising of knowledge management in the work being done by the Division, and in the overall area of Economic and Social Development.
8. Coordinate the upkeep of divisional databases and web content, liaising with the Secretariat's Communications Division as appropriate.
9. Support and assist the Director with divisional risk management.
10. Adhere to the Gender Equality values of the Commonwealth as enshrined in the Charter and Secretariat's Gender Equality Policy.

11. Perform any other duties that may be required from time to time.

Person Specification

Education:

- A strong bachelor’s degree in a relevant discipline, such as finance, accounting, project management, business or strategy; relevant post-graduate qualifications are highly desirable;
- Professional qualifications in a field such finance, accounting, public administration, human resources.

Experience:

- 5 years’ multi-function experience in a mid-level administrative role, supporting a programme or business team, including budgeting, financial analysis and management;
- 5 years’ experience of cross-functional stakeholder engagement;
- Experience in Government, intergovernmental or international NGO organisations highly desirable;
- Experience working in developing countries and field-based development experience will be an asset.

Skills:

- High personal standards of excellence;
- Strong verbal and written communication skills, and interpersonal skills;
- Strong strategic thinking and operational planning capabilities;
- Strong financial accounting, budgeting and analysis skills;
- Strong administrative and organisational abilities, including an eye for detail;
- Technologically savvy;
- Ability to work autonomously and in teams.

Competencies:

Working with Others
<p>Promotes team work and removes barriers to effective team working</p> <p>Provides advice and guidance for others sensitively and where appropriate</p> <p>Establishes ownership for relevant activities from the outset</p> <p>Manages expectations of member states e.g. to ensure the alignment of what is requested and what Commonwealth Secretariat can offer</p> <p>Demonstrates an ability to negotiate with and influence senior colleagues and contacts</p> <p>Proactively liaises with other divisions, partners & third parties</p>
Respect for Diversity
<p>Works effectively with people from all backgrounds.</p> <p>Treats all people with dignity and respect. Treats men and women equally.</p>

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

Interpersonal

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

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

Communication

Guides others in most appropriate style and content of communication to others

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

Leadership and Development

Presents credible information confidently

Writes reports and papers that are succinct accounts of key information

Managing Resources

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

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.

Planning and Analysis

Schedules activities according to deadlines and importance

Liaises with various parties in diverse locations to organise activities

Agrees new timescales when faced with competing activities

Balances a focus on detail with a broader perspective

Effectively interprets inquiries and quickly identifies elements that do and do not fall within their remit, dealing with them appropriately