



Food and Agriculture Organization of the United Nations

PROFESSIONAL VACANCY ANNOUNCEMENT N°: IRC2873

Issued on: **7 May 2015**

Deadline For Application: **28 May 2015**

POSITION TITLE:	Centre Manager (Shared Services Centre)	GRADE LEVEL:	P-5
		DUTY STATION:	Budapest, Hungary
ORGANIZATIONAL UNIT:	Shared Services Centre (SSC)	DURATION :	Fixed term: two years
	Corporate Services, Human Resources, and Finance Department (CS)	POST NUMBER:	2000506
		CCOG CODE:	1.A.12

**Qualified female applicants and qualified nationals of non-and under-represented member countries are encouraged to apply.
Persons with disabilities are equally encouraged to apply.
All applications will be treated with the strictest confidence.**

The incumbent may be re-assigned to different activities and/or duty stations depending on the evolving needs of the Organization.

Organizational Setting

The Shared Services Centre is responsible for providing a coordinated corporate support function to Headquarters and decentralized offices and their staff, for administrative transactional processes including staff and non-staff human resources servicing, travel operations, invoice processing, vendor management, and fixed assets. It also provides advice and user support across the Organization on the use of corporate administrative, financial and HR systems. The Shared Services Centre consolidates administrative functions to deliver them in a cost-effective manner, promoting operational efficiencies and service improvements.

Reporting Lines

The Centre Manager reports to the ADG, CS.

Technical Focus

Delivery of administrative transactional processes including human resources servicing, travel operations, finance, vendor management.

Key Results

Coordination of the operations and functioning of the SSC ensuring achievement of agreed service levels and compliance with established policies.

Key Functions

- Supervises staff, oversees the delivery of multi-disciplinary programmes, policies, products, and services and prepares a variety of plans, strategies, reports and proposals
- Oversees service delivery and the day-to-day operations of the SSC, ensuring that all standards are met and procedures are followed. Establishes priorities and schedules of main activities
- Reviews and monitors SSC-related services to identify trends and problem areas, reporting on risks, key performance indicators and proposed corrective action or new approaches
- Develops and implements new work methods and procedures of the SSC; recommends procedural changes to improve SSC efficiency and ensures appropriate implementation of decisions made by senior management
- Prepares and monitors the SSC budget
- Plans and monitors staffing overseeing recruitment and any other administrative functions related to the smooth functioning of the SSC
- Supervises staff, managing performance, staff development, training and careers
- Oversees and ensures the smooth functioning of information systems required to deliver the services and the definition and implementation of changes required to maintain the systems operational and fit for purpose. Supports system deployment activities to ensure smooth adoption by clients of the Centre
- Defines and ensures the implementation of Service Level Agreements; sets standards for quality and ensures that operational activities are implemented in accordance with recognized procedures and guidelines and meet the established standards
- Establishes quality control mechanisms such as client surveys, periodic data quality assurance reviews, error escalation procedures
- Plans and develops SSC communication strategy and capacity development; develops procedures and guidelines for use by the SSC customers in order to ensure clarity, accuracy, consistency and accountability and to sustain and increase public awareness of SSC core activities
- Establishes and maintains close working relationships with functional Divisions/Offices at HQ, liaising on issues in the implementation of established policies and escalating to policy owners any issue requiring policy related decisions
- Liaises with the host government on matters relating to the SSC management
- Performs other duties as required

CANDIDATES WILL BE ASSESSED AGAINST THE FOLLOWING

Minimum Requirements

- Advanced University degree in Business Administration and/or Management, Human Resources, Finance or other

related field

- Ten years of relevant experience in coordinating, leading and/or managing operations and administrative activities
- Working knowledge of English, French or Spanish and limited knowledge of one of the other two or Arabic, Chinese, Russian

Competencies

- Results Focus
- Leading, Engaging and Empowering
- Communication
- Partnering and Advocating
- Knowledge Sharing and Continuous Improvement
- Strategic Thinking

Technical/Functional Skills

- Work experience in more than one location or area of work is considered essential
- Extent and level of experience in coordinating, leading and/or managing operations and administrative activities
- Extent of understanding and experience with computerized ERP systems and their application

Please note that all candidates should adhere to *FAO Values of Commitment to FAO, Respect for All and Integrity and Transparency*.

ADDITIONAL INFORMATION

- The length of appointment for internal FAO candidates will be established in accordance with applicable policies pertaining to the extension of appointments
- All candidates should possess computer/word processing skills.
- Evaluation of qualified candidates may include an assessment exercise which will be followed by a competency-based interview.
- Your application will be screened based on the information provided in your iRecruitment online profile (see “*How to Apply*”). We strongly recommend that you ensure that the information is accurate and complete including employment record, academic qualifications and language skills.
- Please note that FAO will only consider academic credentials or degrees obtained from an educational institution recognised in the IAU/UNESCO list.
- Other similar positions at the same level may be filled from this vacancy notice and the endorsed candidates will be considered for the Employment Roster for a period of 2 years.
- Candidates may be requested to provide performance assessments.

REMUNERATION

A competitive compensation and benefits package is offered. For information on UN salaries, allowances and benefits, click on the following link: <http://icsc.un.org/>

HOW TO APPLY

To apply, visit the iRecruitment website at <http://www.fao.org/employment/irecruitment-access/en/> and complete your online profile. Only applications received through iRecruitment will be considered.

Candidates are requested to attach a letter of motivation to the online profile.

Vacancies will be removed from iRecruitment at 23:59 Central European Time (CET) on the deadline for applications date. We encourage applicants to submit the application well before the deadline date.

If you need help, or have queries, please contact: iRecruitment@fao.org

FAO IS A NON-SMOKING ENVIRONMENT