



TERMS OF REFERENCE

UNFPA Turkey Operations Assistant

Type of Contract	: Service Contract
Level	: SB2/SC4
Duty Station	: Ankara, Turkey
Duration	: Up to 31 December 2021, with possibility of extension

Background:

Since 2011 UNFPA Turkey has been actively involved in the humanitarian response to the Syrian crisis within the framework of the government endorsed UN Regional Refugee and Resilience Plan (3RP) to refugees in Turkey and displaced people inside Northern Syria within the framework of the Whole of Syria.

Implementing its mandate, UNFPA works in close collaboration with line ministries and their provincial directorates to support national systems to provide quality services (health and protection) with a wider coverage. UNFPA runs its programme to ensure that sexual and reproductive health rights of refugees are met; the risks of maternal and infant mortality and morbidity, HIV infection, unwanted pregnancy, sexual violence and exploitation and other reproductive health-related conditions are addressed and protection services are provided without barriers such as language. For this purpose, UNFPA supports Migrant Health Centers and Social Service Centers in 20 provinces. UNFPA is also managing cross-border operations to Syria through its Gaziantep Office. To strengthen its operations team, UNFPA will be recruiting an Operations Assistant.

Under the guidance and supervision of the Administrative/HR Associate, the Operations Assistant coordinates and performs within his/her area of responsibility the full range of general administration, human resources and procurement support functions in the Country Office, ensuring effective and efficient application of all relevant rules, guidelines, processes and procedures and contributing to the smooth functioning of operation functions.

Major Activities/Expected Results:

The Operations Assistant's work directly impacts on the overall success of the Country Office implementation of operational strategies and policies. In full compliance with UN rules, regulations, UNFPA policies and procedures, the Operations Assistant provides the following tasks:

- Answers and follows-up on a variety of human resources requests and enquiries; collects and researches background information and provides guidance on relevant human resources guidelines and procedures;
- Assists the recruitment process, including vacancy announcements, organization of and participation in short list/written test/interview panels, preparation of relevant score sheets/questions/criteria, preparation of minutes, conduction of reference check/academic credentials verification and medical clearance requirements, preparation of offer letters;



- Acts as Leave Monitor of Service Contract Holders, maintaining monthly attendance sheets and yearly attendance record cards, reconciling manual balances with Atlas records, reviewing eligibility of leave requests;
- Assists the preparation and implementation of office learning plan;
- Assists in the monitoring of contractual status of staff and non-staff to ensure timely preparation and issuance of contract extensions upon completion of required performance assessments;
- Reviews, maintains and updates confidential personnel information, records and files; ensure completeness and accuracy of records and that follow-up system on actions are taken;
- Supports administrative work of the CO;
- Assists Administrative/HR Associate in scheduling Representative's appointments, coordinating protocol matters and liaison with local authority on administrative matters.
- Supports travel arrangements and reviews travel related payments in compliance with UNFPA Duty Travel policy;
- Prepares requests and supporting documents for payments, including common service payments.
- Raises Requisitions in ATLAS concerning travel and other administrative expenses.
- Assists Administrative Associate in asset management for required corrections in ATLAS Asset Module, periodic assets reports, coordination of physical verification of assets;
- Reviews procurement requests and supports procurement procedures (including preparation of RFQs, ITBs or RFPs documents, receipt of quotations, bids or proposals, their preliminary evaluation, assisting procurement planning) for office and project equipment, supplies and services in a transparent and cost-effective manner; recommends procurement decisions.
- Acts as the Country Office Human Resources Associate and Administrative Associate Back-Up as needed;
- Performs other related duties as required.

Work Relations:

Under the guidance and supervision of the Administrative/HR Associate, works in close collaboration with the Administrative Associate and also works closely with the rest of the Humanitarian, Country Office and Cross Border Teams.

Required Minimum Qualifications and Experience:

Education	: Bachelor's Degree in Social Sciences, Business or Public Administration, Economics, Political Sciences or other related field
Experience	: 4 years of relevant experience in administrative functions, including HR and/or procurement.
Language	: Fluency in written and spoken English and Turkish
Computer Skills	: Proficiency in current office software applications and web based management systems
Nationality	: Turkish

Skills and Competencies:

- Certification in Human Resources is an asset.
- Experience in computing travel related entitlements is an asset.
- Experience in preparing requests for payment is an asset.
- Familiarity with UN procedures and working methods is an asset.
- Working experience with an international organization is an asset.
- Knowledge of Atlas/PeopleSoft or other ERP application is an asset.

Core Competencies:

- Values
- Achieving Results
- Being Accountable
- Developing & Applying Professional Expertise
- Thinking Analytically & Strategically
- Working in Teams/Managing our-selves and relationships
- Communicating for Impact

Functional competencies:

- Aligning human resources management with the organization's strategic direction
- Providing procurement services
- Managing data, documents, correspondence and reports
- Managing information and workflow
- Planning, organizing and multi-tasking
- Provide logistical support