TERMS OF REFERENCE
(Individual Contractor Agreement)

Title: Operations Associate
Project: Venezuela/2024/00
Duty station: Caracas, Venezuela
Section/Unit: Field Operations
ICA Level: LICA
Corresponding level: 6
Duration: **from** 01/09/2024 **to** 31/12/2024 – with possibility of extension
Supervisor: Deputy Representative (Operations)

1. General Background

The UNHCR Representation in Venezuela is comprised of the Country Office in Caracas, three Field Offices located on the border with Colombia (Guasdualito, San Cristobal and Maracaibo), as well as four Field Units one in Caracas, the capital district; one in Puerto Ayacucho (Amazonas) in the border with Colombia; Carupano (Sucre) in the border with Trinidad and Tobago and Guyana; and Santa Elena de Uairen in the border with Brazil.

The operational context in Venezuela remains challenging, affecting both refugees and asylum seekers and the Venezuelan population in humanitarian crisis, including displaced persons, returnees, and people on-the-move. Since the first quarter of 2022, an increase in returns and a high need for protection has been observed.

This context requires the operation to adapt and lead collaboration within the humanitarian response, focusing on reintegration and integrating climate action as a transversal axis. The incumbent normally works under the supervision of the Deputy Representative for Operations. The incumbent will perform a variety of functions related to the instructions and guidelines about reporting, implementation and Planning for projects within a certain geographical area.

The incumbent will work quite independently on regular assignments with an oversight from the supervisor who provides general guidance and work plans for identifying work priorities and appropriate approaches. Work is controlled for meeting expected results and conformity to policy and procedures.

The Incumbent does not normally have a direct supervisory role. Contacts on administrative/budgetary related issues are mainly with Sections/Units/Offices within the Organization and with local suppliers/services/ partners normally on routine subject matters.

Please note that this position is offered under UNOPS LICA contract at LICA-6 level until 31 December 2024. Persons interested in applying to this position must comply with all eligibility requirements for

employment in line with the prevailing legislative prerequisites in the country, and demonstrate proof of residency and/or work permit for the said country at the time of application. The United Nations is committed to creating a diverse and inclusive environment of mutual respect. The United Nations recruits and employs staff regardless of gender identity, sexual orientation, race, religious, cultural, and ethnic backgrounds, or disabilities. Candidates might be required to sit in a eliminatory or complementary written test.

2. Purpose and Scope of Assignment

The Operations Associate will assist the Deputy Representative for Operations in identifying and addressing any operational gaps or problems and ensure advice/guidance is provided to field offices and field units on its AOR to improve the delivery of assistance of the people we serve. Upon request of the supervisor, the incumbent will also support cross-organizational initiatives ensuring an operational cohesion by providing appropriate advice and recommendations when needed to ensure their efficient implementation, by effectively liaising between UNHCR units as well as with other UN agencies and NGOs whenever necessary.

Main duties and responsibilities:
- Prepare background information based on discussions within the Country Operation as well as with the Bureau, upon request by the supervisor.
- Identify issues of inconsistency and/or non-compliance with UNHCR's global strategies, protocols and guidelines that required to be brought to the attention of the supervisor.
- Upon request and in coordination with thematic units, support the analysis of the operational context, and its impact on the protection situation of PoCs.
- Contribute to the analysis of political and social developments impacting on UNHCR's operations.
- Perform other related duties as required.

3. Monitoring and Progress Controls

A workplan will be prepared at the beginning of the contract between the incumbent and the supervisor to define key activities and project timelines to ensure an efficient delivery of expected outputs and products. Weekly meetings will be organized between the supervisor and the consultant to discuss advances, track progress, and discuss how to overcome potential challenges.

4. Qualifications and Experience

Essential
Training in programme design, monitoring & evaluation. Experience in coordination and reporting.

Desirable
Practical knowledge of/previous experience in Focus, Global Focus, COMPASS, Cloud ERP or any Oracle data management and/or other RBM systems analysis. Understanding of the basics of IPSAS. Completion of UNHCR learning programmes relevant to the functions (e.g. OMLP). Knowledge of UNHCR's

operational rules and procedures. Direct experience as Programme or Operations Associate and in Focus development training.

Language Requirements
Knowledge of English (B2) and Spanish is essential. Knowledge of another UN language is an asset.

a. Education

Bachelor's degree in any area related to Social Sciences and/or Field Operations, including Management; Project Management; International Relations; Law; Communications; any other related field.

b. Work Experience

At least 3 years of relevant experience working with international organizations in fields related to Protection; Operations; Programme or Project Management.

c. Key Competencies

    Core Competencies
    Accountability
    Communication
    Organizational Awareness
    Teamwork & Collaboration
    Commitment to Continuous Learning
    Client & Result Orientation

    Managerial Competencies
    Managing Resources

    Cross-Functional Competencies
    Analytical Thinking
    Planning and Organizing

d. Travel requirements
Contractor may be required to travel 20% of the time to locations other than their assigned work location.