



United Nations – UN-Secretariat

Junior Professional Officer Program (JPO) Chiffre Nr. 2024-1-17

TERMS OF REFERENCE

I. General Information

Title: JPO in Programme Management

Sector of Assignment: Digital Transformation of UN Peacekeeping

Organization/Office: Department of Peace Operations (DPO) / Office of the Director for Coordination and Shared Services / Digital Enablement Team

Country and Duty Station: New York, United States of America

Duration of assignment: 2 years with possibility of extension for another year. The extension of appointment is subject to yearly review concerning priorities, availability of funds, and satisfactory performance

Please note that for participants of the JPO-Programme two years work experience are mandatory! Relevant work experience can be counted. In order to assess the eligibility of the candidates, we review the relevant experience acquired after obtaining the first university degree (usually bachelor's degree).

II. Supervision

Title of Supervisor:

Director, Digital Enablement Team

Content and methodology of supervision:

Establishment of a Work Plan: During the first month of the assignment, the JPO will work jointly with his/her direct supervisor to finalize an agreed upon work plan. The final work plan will be discussed and mutually agreed to by the JPO and his/her supervisor and used as the basis for continuous performance management.

Evaluation:

The United Nations Performance Evaluation System (e-performance) will serve as a primary platform to evaluate of the JPO's performance. The system is based on an agreed work plan and regular performance discussions as well as bi-annual performance reviews. The JPO can count on weekly meetings with the supervisor and a quarterly performance dialogue.

III. Duties, Responsibilities and Output Expectations

Under supervision of the Director, the JPO will:

Provide programme management support and help facilitate the implementation of the Digital Transformation Strategy (DTS) for UN Peacekeeping through the operationalization of the Digital Transformation Implementation Framework. In particular, the JPO will:

- Assist in the establishment and operation of governance mechanisms for the DTS. Participate in regular reviews of project progress and governance structures to improve effectiveness and compliance, as well as to contribute to efforts in coordinating actors involved.
- Contribute to efforts in establishing partnerships with a view to fostering collaborations and securing resources for DTS. This includes liaising with other UN agencies and entities, including UNOCC and Office on Information and Communications Technology in the Department of Operational Support (including on the Partnership for Technology in Peacekeeping and Big Data Radio Mining and Analysis project), international organizations, tech companies, and local governments to build synergistic relationships and integrate best practices.
- Support DTS implementation projects, in particular the work of the “enhancing situational awareness” team.
- Support DTS innovation efforts, such as establishing networks and managing projects that use experimental approaches (e.g., ideation, prototyping). Engage end-users in the process to create value in peacekeeping through implementing novel, tech-driven solutions.
- Support the design and implementation of training programs to improve digital literacy among peacekeeping personnel. Contribute to the creation of resources and tools to help staff adapt to new digital workflows and technologies.
- Participate in the development of a robust data ecosystem, focusing on effective data collection, management, and utilization. Work with data teams to implement data-driven decision-making processes and enhance the operational efficiency of peacekeeping missions.
- Contribute to the documentation of best practices, lessons learned, and success stories from the DTS implementation. Promote a culture of continuous learning to improve the effectiveness of the digital transformation program.
- Assist in the development and tracking of key performance indicators (KPIs) related to the DTS. Regularly report on the progress of digital transformation initiatives to ensure alignment with the strategic objectives of UN Peacekeeping.
- Undertake and provide support to field missions, e.g. participates in field trips to build in-depth knowledge of DTS implementation, inter alia with regard to situational awareness.

Through these activities, the JPO will play a crucial role in facilitating the digital transformation of UN Peacekeeping operations and enhancing their effectiveness and efficiency.

IV. Qualifications and Experience

Education:

Master's degree in business administration, public administration, management, economics, mathematics, data science, computer science, political/social sciences or a related field.

Work experience:

A minimum of two years of experience in project or programme management, management consulting, business process review, administration or related area in the private or public sector. Previous experience working with digital transformations advantage or change management and in the UN system/in UN field missions is an advantage.

Languages:

Fluency in one of the working languages of the UN Secretariat. For this duty station, English (both oral and written) is required. Knowledge of another UN official language is an advantage.

Other skills:

- Demonstrated knowledge of UN peacekeeping affairs is an advantage.
- Ability to rapidly learn the thematic and institutional context, in order to target outputs for greatest impact.
- Proficient working with data, and with programme management tools.
- Experience with supporting decision-making at the senior management level.
- Familiarity with the design of databases and use of business intelligence applications is an advantage.

UN competencies:

PROFESSIONALISM: Is able to identify issues, analyze and participate in their resolution through quantitative and qualitative input; Shows pride in work and in achievements; Demonstrates professional competence and mastery of subject matter; Is conscientious and efficient in meeting commitments, observing deadlines and achieving results; Is motivated by professional rather than personal concerns; Shows persistence when faced with difficult problems or challenges; Remains calm in stressful situations.

TEAM WORK: Works collaboratively with colleagues to achieve organizational goals; Solicits input by genuinely valuing others' ideas and expertise; Is willing to learn from others; Places team agenda before personal agenda; Supports and acts in accordance with final group decision, even when such decisions may not entirely reflect own position; Shares credit for team accomplishments and accepts joint responsibility for team shortcomings.

CREATIVITY: Actively seeks to improve programmes or services; Offers new and different options to solve problems or meet client needs; Promotes and persuades others to consider new ideas; Takes calculated risks on new and unusual ideas; Takes an interest in new ideas and new ways of doing things.

Workforce Diversity

The United Nations believes that an inclusive culture attracts the best talent and encourages all qualified applicants, regardless of gender, disability, sexual orientation, cultural or religious backgrounds, to apply.

V. Learning Elements

On completion of the assignment, the JPO will have/be able to:

- Contribute towards high-level decisions towards the digital transformation of United Nations peacekeeping, both at headquarters and in the field.
- Insight into and experience with programme and business process transformation within a large global organization.
- Experience using innovative technologies and data analysis to manage change in large organizations.
- Use ideation methodologies and develop prototypes for solutions identified.

VI. Background Information

The Department of Peace Operations (DPO) provides political and executive direction to UN peacekeeping operations around the world and maintains contact with the Security Council, troop and financial contributors, and parties to the conflict in the implementation of Security Council mandates. The Department works to integrate the efforts of UN, governmental and non-governmental entities in the context of peacekeeping operations. DPO also provides guidance and support on military, police, rule of law, mine action and other relevant issues to other UN political and peacebuilding missions.

The Digital Enablement Team is tasked with driving the implementation of the Strategy for Digital Transformation of UN Peacekeeping (DTS), which envisages technology as a transformative enabler to directly enhance the safety and security of peacekeepers and improves mandate implementation.

**Bitte senden Sie Ihre JPO-Bewerbung direkt an das Büro
Führungskräfte zu Internationalen Organisationen (BFIO) unter
Angabe der Chiffre Nr. 2024-1-17 auf dem Bewerbungsbogen**

Alle Informationen finden Sie unter www.bfio.de