



Note for supervisors: Please complete the vacancy proposal form and submit it to the Director of the department/office for endorsement. For field positions additional approval is required by mail from the regional HR Partner before final submission to jpo@ilo.org.

VACANCY PROPOSAL FOR JUNIOR PROFESSIONAL OFFICERS (JPO)

Job Description Template – Headquarters and field positions

GENERAL INFORMATION:

Title: Junior Professional Officer in *Business Process and Data Analysis in Regional Office for Africa*

Duty station: Abidjan, Côte D'Ivoire

Duration of the assignment: 12 months, renewable

Grade: P2

Department/ Field Office: Regional Office for Africa

Organizational unit: Regional Administrative Services

SUPERVISION

Direct supervision by:

Gulen Muftuoglu, Chief, Regional Administrative Services (muftuoglu@ilo.org)

Content and methodology of supervision:

A time-bound work plan will be agreed between the JPO and the supervisor on assigned business process and data analysis requirements, dashboards to be produced, resources, product delivery schedules and communication requirements within the framework of the Work plan of the Regional Administrative Services for 2024 and 2025 and the Programme and Budget for 2024-25.

Regular meetings between the JPO and the supervisor concerning the implementation and monitoring of the activities and projects will be scheduled.

Performance will be reviewed in accordance with the ILO's Performance Management Framework, as applicable to Junior Professional Officers.

INTRODUCTION

The vision of the Regional Administrative Services is to transform financial, administrative, procurement and IT services provided to ILO Africa offices to the levels of excellence. The mission of the Service is ensuring effective use of ILO resources, including ILO data and information, and the transform decision making processes of ILO Africa Region from more traditional approaches to data driven and informed decision making.

The voluntary contributions that the Regional Office for Africa received increased by 22 % on average every year since 2018. This resulted in the opening of many project offices in almost all African countries and increased financial and procurement activities performed to implement these projects. However, there was not a commensurate increase in the capacity of ROAF to analyse the increased volume of financial data and the outcomes produced by these project offices, and consequently to derive conclusions that would help the senior management of the Regional Office to make more informed decisions on programme and project planning, partnerships development and increased project implementation rates.

In this context, Regional Administrative Services aims to take the lead in the transformation of Regional Officer for Africa, its culture, its relations with partners to a culture where data is considered as a strategic asset and a data-based decision making becomes the norm.

DUTIES AND RESPONSABILITIES

Under the direct supervision of the Chief, Regional Administrative Services, the JPO will perform the following duties and responsibilities:

1. Develop dashboards for ROAF and maintain the data therein:

- Conduct business analysis, data gathering and data mining to identify and develop dashboards for ILO areas of activities, such as social justice, decent work programmes, as well as on financial implementation, procurement, etc.*
- Ensure the databases for dashboards are updated as per schedule, data imports to Excel and uploads to the portal are running smoothly.*
- Develop data collection systems, data analytics and other strategies that optimize statistical efficiency and quality.*
- Acquire data from primary or secondary data sources and maintain the data.*

- *Identify, analyse, and interpret trends or patterns in complex data sets.*
- *Locate and define new data analysis improvement opportunities.*
- *Provide technical support in data collection, compilation, and quality control.*
- *Report technical/system issues to INFOTEC and technical support providers and monitor the status of these issues.*
- *Regularly review, analyse, and evaluate business and user needs and experience to improve the design, development and implementation of dashboards and reports.*
- *Collect and analyse feedback from users to assess the quality, relevance and usefulness of the dashboards and reports and the data.*
- *Serve as the data focal point.*

3. Develop custom data visualizations and dashboards:

- *Produce customized data visualizations to support data stories regarding the implementation of ILO projects.*
- *Create custom dashboards and interactive data features.*

During the period of assignment, the JPO will contribute to the following key outputs:

- *Development of dashboards on ILO areas of activities, such as social justice, decent work programmes, as well as on financial implementation, procurement*
- *Development of customized data visualization dashboards*

QUALIFICATIONS AND EXPERIENCE

Education:

Minimum:

First university degree in computer science, information systems, mathematics, statistics or related field.

Desirable:

An advanced university degree (Master's or Post-Graduate) or equivalent.

Work experience:

Minimum:

Two years of progressively responsible experience as data analyst or business data analyst

Desirable:

Work experience in an international organization

Skills required for the assignment:

Minimum:

Good knowledge in one of those areas:

- Business Process Analysis;
- Data Analytics.
- Analytics and data visualization applications (MS Power BI, Tableau or similar);

Languages:

Minimum:

Good command of French or English.

Desirable:

Working knowledge of French or English

ILO competencies:

The candidate is expected to demonstrate and be guided by the following ILO competencies:

1. Good communication skills, both written and verbal
2. Capacity to work on own initiative, as well as cooperate as a team member
3. The ability to work in a multicultural environment; gender-sensitive behaviour and attitudes are also required.

TRAINING COMPONENTS AND LEARNING ELEMENTS

Training components:

While working on ROAF project and activities, the JPO will receive training and deepen their knowledge of data visualization techniques and applications .

The JPO will also have access to training opportunities through the HRS Staff Development Programme.

Learning elements:

- Familiarity with the ROAF's institutional and informal coordination mechanisms;
- Familiarity with the ILO's mandate and the Agenda for Sustainable Development;
- Experience of working as part a multi-disciplinary, multi-cultural team;
- Familiarity with the functioning of the UN system;
- The JPO will gain 1) knowledge and further develop their analytics and technologies skills and 2) experience in business relationship management.

BACKGROUND INFORMATION

The first office of the ILO in Africa was established in 1959 in Lagos, Nigeria. In 1965 the ILO was the first UN agency to sign a Memorandum of Understanding with the Organization for African Unity (OAU), now called the African Union.

The main objectives of the International Labour Organization (ILO) in Africa are to promote rights at work, encourage decent employment opportunities, enhance social protection, and strengthen dialogue on work-related issues.

The ILO values diversity among its staff. We welcome applications from qualified women and men, including those with disabilities.

The ILO is a smoke-free environment.