

Please note that effective 10 October 2022 we only accept applications submitted through the Workday portal. All the internally/externally advertised job openings in the UNHCR Global Service Centre are available on the following website: [Job openings](#)

VACANCY NOTICE

JR#2451250 – Associate Business Analyst

Eligible Applicants

This Job Opening is available to eligible UNHCR staff members and external applicants. Candidates must be legally present in Hungary at the time of application, recruitment and hire.

Job Posting End Date

January 24, 2025

Hardship Level

H (no hardship)

Grade

NOB

Staff Member / Affiliate Type

National Professional Officer

Reason

Temporary > Temporary Assignment/ Appointment

Duties and Qualifications

Associate Business Analyst

Organizational Setting and Work Relationships

The Associate Business Analyst is a professional who is expected to deliver new insight and lasting business value by leveraging the many systems, analytics and business opportunities offered by cutting edge technology. The incumbent contributes to end-to-end integration and proactively manages updates from a business transformation perspective, utilizing skills and knowledge of the relevant area.

The incumbent contributes to client-facing design sessions and related change management for the on-going renovation of work practices, their streamlining and simplification; to do so, liaises with all relevant stakeholders to document procedures, brings awareness of procedure changes, and supports process reconfiguration to help transform the Organization from a largely transactional model to a strategic business partner for field operations and senior management. S/he will be working closely with all relevant stakeholders to enhance the use of state of the art technology within the Area of Responsibility (AoR).

All UNHCR staff members are accountable to perform their duties as reflected in their job description. They do so within their delegated authorities, in line with the regulatory framework of UNHCR which includes the UN Charter, UN Staff Regulations and Rules, UNHCR Policies and Administrative Instructions as well as relevant accountability frameworks. In addition, staff members are required to discharge their responsibilities in a manner consistent with the core, functional, cross-functional and managerial competencies and UNHCR's core values of professionalism, integrity and respect for diversity.

Duties

- Recommend functional and technical solutions for new or amended technologic services, procedures or systems to meet the defined business use cases.
- Ensure end-to-end integration of business processes across systems within the AoR.
- Ensure continuous systems' support through UNHCR's governance model, including managed service providers.
- Undertake quality assurance of delivered work from a functional perspective (Functional testing, Integration testing, Business Process testing and User Acceptance Testing), managing Sandbox and Production environments in accordance with UNHCR's governance model.
- Build strong business relationship with all stakeholders with respect to applications within the AoR.
- Conduct business analysis and make recommendations on how systems and analytics can be used to improve its value as a strategic partner for field operations and senior management.
- Coordinate business analysis and implementation of configuration proposals for systems within the AoR that minimize complexity, simplify processes and streamlines management procedures.
- Advise on complex system design issues, including how system configuration and use of analytics can help achieve targets and key performance indicators and benchmarks, etc.
- Contribute to enhanced analytics (AI, Machine Learning, etc.), and reports to UNHCR senior management, e.g. on key business driver insights and performance indicators.
- Recommend and analyse benchmarks within the AoR with those of comparable humanitarian organizations.
- Interface with the relevant counterparts and business process owners to prepare and test regular updates to the system within the AoR, including monitoring that all licensed capabilities are fully applied at all times.
- Build capacity for relevant business process owners to be aware of and prepared to use new or updated system capabilities.
- Build capacity, in liaison with GLDC, for relevant business process owners to develop and publish timely end-user training materials, e.g. short videos, for all future system updates and business innovation initiatives within the AoR.
- Undertake and lead relevant system testing, coordinate and liaise with all levels of system support.
- Prepare and develop user-friendly and cost-efficient technologic tools and business requirements within the AoR; document business requirements and later update related operating procedures and/or training materials.
- Provide advice on basic security features, system roles and responsibilities as well as audit reports.
- Conduct report writing and report maintenance, set up actionable dashboards to meet the requirements of (regional) partners and their clients.
- Negotiate business requirements with stakeholders.
- Support the identification and management of risks and seek to seize opportunities impacting objectives in the area of responsibility. Ensure decision making in risk based in the functional area of work. Raise risks, issues and concerns to a supervisor or to relevant functional colleague(s).
- Perform other related duties as required.

Minimum Qualifications

Years of Experience / Degree Level

For P2/NOB - 3 years relevant experience with Undergraduate degree; or 2 years relevant experience with Graduate degree; or 1 year relevant experience with Doctorate degree.

Remuneration

In case of appointment, a competitive compensation and benefits package is offered.

Field(s) of Education

International Relations; Information Technology; Business Administration; Economics; Social Science; or other relevant field.

Certificates and/or Licenses

Business Analysis

(Certificates and Licenses marked with an asterisk* are essential)

Relevant Job Experience

Essential

Relevant experience at the professional level as a business analyst or project manager in international organizations, public or private sectors. Documented relevant work experiences as a business/system analyst. Involvement in systems integration, implementation and related management and organizational change management initiatives in an international or multinational environment, with specific ERP or similar complex system management experience in at least one recent deployment project, preferably within the UN system or international public organization. Good knowledge of procedures/processes and exposure to provision of support services in an International Organization, preferably specific to configuration and maintenance in a UN or international public organization. Involvement in the analysis, design development and testing of system configurations. Excellent communication, interpersonal and negotiating skills and the capacity to communicate complex technical issues in layman's terms. Very good working knowledge of standard desktop tools such as MS Office suite and proven capability to learn new software tools. Good knowledge of the UN rules/procedures and processes. Experience in learning/training activities.

Desirable

Extensive knowledge of ERP or other complex business systems, including formal training or certification. Experience in business processes analysis and streamlining in the UN using CM applications.

Functional Skills

CL-Programme/Project Mgmt (formulation, implementation, programme cycles and reporting)
DM-Data Collection and Analysis
IT-IT Robotic Process Automation (RPA)
MG-Business Process Innovation
MG-Business Process Re-engineering (BPR)
MG-Change Management
MG-Project Management
(Functional Skills marked with an asterisk* are essential)

Language Requirements

For International Professional and Field Service jobs: Knowledge of English and UN working language of the duty station if not English.

For National Professional jobs: Knowledge of English and UN working language of the duty station if not English and local language.

For General Service jobs: Knowledge of English and/or UN working language of the duty station if not English.

All UNHCR workforce members must individually and collectively, contribute towards a working environment where each person feels safe, and empowered to perform their duties. This includes by demonstrating no tolerance for sexual exploitation and abuse, harassment including sexual harassment, sexism, gender inequality, discrimination and abuse of power.

As individuals and as managers, all must be proactive in preventing and responding to inappropriate conduct, support ongoing dialogue on these matters and speaking up and seeking guidance and support from relevant UNHCR resources when these issues arise.

This is a Standard Job Description for all UNHCR jobs with this job title and grade level. The Operational Context may contain additional essential and/or desirable qualifications relating to the specific operation and/or position. Any such requirements are incorporated by reference in this Job Description and will be considered for the screening, shortlisting and selection of candidates.

Desired Candidate Profile

- Good knowledge of, and experience in working with, international accounting and auditing standards. Working experience with accrual accounting (such as IPSAS or IFRS).
- Involvement in systems implementation and related management and organizational change management initiatives in an international or multinational environment, with specific ERP or similar complex system management experience in at least one recent deployment project, preferably within the UN system or international public organization.
- Good knowledge of financial and accounting procedures/processes and exposure to provision of support services in an International Organization, preferably specific to system configuration and maintenance in a UN or international public organization.
- Experience in financial processes analysis and streamlining in the UN context.
- Very good working knowledge of standard desktop tools such as MS Office suite and proven capability to learn new software tools. Experience related to configuring and maintaining financial modules of cloud-based ERP solutions is an advantage.
- Development experience of analytical and operational reports using mainstream BI tools like Power BI, Tableau is highly desired.
- Proven experience in supporting and implementing complex system and business process solutions in mainstream ERP applications for procure to pay, cash, bank management modules, reconciliations, as well as general ledger accounting is highly desired.
- Certificate in professional accounting, auditing, or financial management designation (CPA/ACCA/CIA/CMA or equivalent) is an advantage.

International candidates with valid Hungarian residence permit are eligible to apply.

BENEFITS:

Annual leave: UNHCR staff members holding a temporary appointment will accrue annual leave at the rate of 1.5 working days for each full calendar months of service (i.e. 18 working days per year).

Pension system: Pension system: Staff members holding a fixed-term appointment will become participants in the United Nations Joint Staff Pension Fund (UNJSPF).

Health insurance plan: locally recruited staff members in Budapest will be enrolled in the Medical Insurance Plan (MIP). The coverage is also optionally available for eligible family members.

Shortlisted candidates may be required to sit for a test. No late applications will be accepted. UNHCR is committed to diversity and welcomes applications from qualified candidates regardless of disability, gender identity, marital or civil partnership status, race, colour or ethnic and national origins, religion or belief, or sexual orientation. UNHCR does not charge a fee at any stage of the recruitment process (application, interview meeting, processing, training or any other fees).

Nature of Position:

The Finance System Administration Section (FSAS) team is located in Budapest and Geneva and forms an integral part of the Global Financial Service (GFS) team within the Department of Finance and Management (DFAM) in UNHCR. The team's primary mission is to provide expert financial systems support services and ensure the continued relevance, efficiency, and alignment of UNHCR's ERP system and other relevant digital solutions with the current Financial Internal Control Framework (FICF) and Delegation of Authority and Role Provisioning (DOARP). The section actively contributes to the regular monthly and yearly financial closure processes while also supporting financial reporting needs and innovative solutions.

This Associate Business Analyst position will be based in Budapest reporting directly to the Senior Business Systems Analyst, who heads the FSSR Unit of FSAS. The successful candidate will be a finance professional, responsible for managing and continuously improving a range of financial processes in the assigned area(s) of responsibilities (AoR). This role is central to delivering insights and sustainable business value through the adept use of UNHCR's Oracle based Cloud ERP solution and other cutting-edge technological and analytical tools.

This role is integral to maintaining and enhancing the financial processes and technological

capabilities of the Organization, ensuring alignment with strategic goals and operational excellence, with particular focus on providing end-to-end solutions in

Business Process Management: Effectively manage and enhance dedicated financial processes within the assigned area of responsibility, ensuring a high level of efficiency and compliance. The areas of responsibilities of this position include, but are not limited to procure to pay, cash, bank management and general ledger accounting areas.

Technology Integration and Transformation: Utilize advanced technology solutions for end-to-end integration of financial processes, actively managing updates and contributing to business transformation initiatives.

Training and Knowledge Transfer: Lead operations-facing training sessions and knowledge transfer initiatives. This involves liaising with stakeholders to document procedures, communicating procedural changes, and supporting process reconfiguration to elevate the organization from a transactional model to a strategic business partner.

Collaboration and Partnership: Collaborate closely with the DFAM Division, Regional Bureaux, and other relevant stakeholders to maximize the use of advanced technology in the area of responsibility.

Additional Information

Candidates must be legally present in Hungary at the time of application, recruitment and hire.

In case you face technical issues with the system, please clean cache, cookies in your browser and try again. In addition, you could try to use incognito mode during the application process or use another browser. If none of the above solved the issue, please contact us hqbscapc@unhcr.org

UNHCR Salary Calculator

<https://icsc.un.org/Home/SalaryScales>

Application can be submitted here:

https://unhcr.wd3.myworkdayjobs.com/en-US/External/job/Associate-Business-Analyst_JR2451250

Closing Date

The closing date is 24/01/2025.