

Job Title: Operations Officer

Department / Division: GHNO2 (EAP HNP GP)

Grade: GF

Appointment Type: two-year term appointment.

Language Preferences: English [Essential]

Location: Washington, DC (negotiable)

Appointment: International Hire

**Background / General description:**

Established in 1944, the World Bank Group is one of the largest sources of funding and knowledge for development solutions. In fiscal year 2014, the WBG committed \$61.0 million in loans, grants, equity investments and guarantees to its members and private businesses, of which \$22.2 million was concessional financing to its poorest members. It is governed by 188 member countries and delivers services out of 120 offices with nearly 15,000 staff globally.

The vision of the World Bank Group (WBG) is the eradication of extreme poverty by reducing the number of people living on less than \$1.25 a day to 3 percent by 2030, and the promotion of shared prosperity by fostering income growth of the bottom 40 percent in each country. To achieve that vision, in 2013 the WBG Board of Governors approved a strategy for the organization. The strategy leverages the combined strength of the WBG institutions and their ability to partner with the public and private sectors to deliver customized development solutions backed by finance, world class knowledge and convening services. It has three components: (1) maximizing development impact by engaging country clients in identifying and tackling the most difficult development challenges; (2) promoting scaled-up partnerships that are strategically aligned with the goals; and (3) crowding in public and private resources, expertise and ideas.

On July 1, 2014, the WBG launched the architecture underpinning the strategy and instrumental to its success: the new fourteen Global Practices and five Cross-Cutting Solution Areas that, in concert with the WBG regions, will design solutions to address clients' most pressing developmental challenges, and ultimately, enable the WBG to meet its twin goals of eliminating extreme poverty and boosting shared prosperity.

**HEALTH, NUTRITION AND POPULATION (HNP) GLOBAL PRACTICE context**

The central contribution of the HNP Global Practice to the World Bank's twin goals is to enable the achievement of Universal Health Coverage (UHC), in which all people are effectively covered by essential health services, and nobody suffers undue financial hardship as a result of illnesses. In the quest for UHC, the HNP Global Practice is building on progress made in the framework of the Millennium Development Goals, an array of analytical and advisory services, strategic partnerships with partner institutions and other financing agencies, and an active lending

portfolio. The HNP Global Practice includes staff members in Washington, DC and many country offices.

The HNP Global Practice is led by a Senior Director, who has overall responsibility for the GP. The Senior Director is assisted by the Director, who serves as the Chief Operating Officer of the Practice. The HNP Global Practice Leadership Team, which leads and manages the HNP GP, consists of the Senior Director, the Director, nine HNP Practice Managers and six Global Leads (for Financing; Healthy Societies; Nutrition; Population and Development; Decision and Delivery Science; and Service Delivery). The HNP Global Practice works with and across multiple sectors, in recognition of the fact that HNP outcomes often depend on actions that lie outside the HNP sector. Accordingly, a capacity to work across GP boundaries, forge coalitions and influence multi-practice solutions is essential for achieving the major objectives of improving HNP outcomes.

### **Duties and Accountabilities:**

#### **I. Portfolio Management**

- Regularly monitor and track progress of deliveries (own-managed portfolio, ASAs and RASs), providing actionable information for the Practice Manager and Operations Support Team (OST) for decision making;
- Respond to requests for portfolio data for the Unit, working with colleagues to gather necessary information and articulate a response on behalf of GHN02; lead on responses for ad-hoc information requests about GHN02's work from internal and external parties; and review and provide inputs on corporate requests and documents, with a view to ensuring consistency in messaging across briefs and updates;
- Support budget monitoring and reporting, including assisting with tracking expenditures for GHN02 projects and ASAs, using BPS reports;
- Help task teams in estimating future expenditures to enable forward planning within budget envelope, prepare budget reports in coordination with BPS and compare against plans to identify areas of over and underspending.

#### **II. Quality Assurance**

- Serve as a resource person on issues related to the unit's portfolio of own-managed projects, and ASAs, advising teams on timelines, Bank guidelines and policies;
- Review operational documents as delegated by the Practice Manager (e.g. Implementation Status Reports, Implementation Completion Reports, Project Restructuring Papers, Aide memoires, ASA reports), and prepare feedback on behalf of the Practice Manager;
- Participate in review meetings;
- Represent the Unit in regional and global deliverables/ portfolio meetings, as needed;
- Collaborate with the BPS and DE Teams on portfolio matters.

### III. Operational Support

- Carries out responsibilities for a variety of operational tasks (e.g. participating as a full member of a multi-disciplinary team and undertaking straightforward assignments of project preparation, appraisal and supervision in field of expertise.
- Provides inputs to or prepares diverse operational products/outputs (e.g. sector and country briefings, background reports, case studies, portfolio performance reviews, etc.).
- Reviews and processes operational documents, coordinating across disciplines and project components with other team members.
- Participates in missions in area of specialization and participates in discussions regarding advice to borrowers.
- Responds to ad hoc information requests from internal and external parties).
- Works independently, seeking guidance on complex projects/issues from senior officers.

#### **Selection Criteria:**

##### ***Competencies***

- Familiarity with World Bank operations;
- Written and Verbal Communication - Delivers information effectively in support of team or workgroup;
- Client Orientation - Takes personal responsibility and accountability for timely response to client queries, requests or needs, working to remove obstacles that may impede execution or overall success;
- Drive for Results - Takes personal ownership and accountability to meet deadlines and achieve agreed-upon results, and has the personal organization to do so;
- Teamwork (Collaboration) and Inclusion - Collaborates with other team members and contributes productively to the team's work and output, demonstrating respect for different points of view;
- Knowledge, Learning and Communication - Actively seeks knowledge needed to complete assignments and shares knowledge with others, communicating and presenting information in a clear and organized manner;
- Business Judgment and Analytical Decision Making - Analyzes facts and data to support sound, logical decisions regarding own and others' work;

- Governance (Public Sector, Financial Management, Procurement) – Understands the overall dimensions and structures of the mechanics of government and its public administration.

***Other Selection Criteria***

- Degree in public policy, administration, economics, political science, finance, or related field;
- At least 3 years of relevant experience;
- Strong writing skills (English is essential);
- Good understanding of Bank instruments;
- Experience in contract management and budgeting;
- Familiarity with Bank quality standards;
- Good communication skills and ability to develop strong relations with counterparts and partners;
- Strong team player with the ability to work independently and effectively both remotely and face-to-face;
- Ability to treat sensitive and confidential information with a high level of discretion and care;
- Excellent knowledge of Microsoft (including PowerPoint and Excel) and World Bank software applications: Outlook, e-consult, administration portal, operations portal, business intelligence, client connection etc.