

UNOPS helps its partners in the United Nations system meet the world's needs for building peace, recovering from disaster, and creating sustainable development. UNOPS is known for its ability to implement complex projects in all types of environments around the globe. In an effort to promote organizational excellence, UNOPS seeks highly qualified individuals for the following position:

Vacancy Details

Vacancy code: 2014-UNOPS/AEMO-RSPC-VA-006
Post Title: Project Management Office Supervisor
Post Level: L-ICA 6
Org Unit: AEMO/RSPC
Duty Station: Belgrade/Serbia; 50% office-based and 50% home-based position
Duration: One year with possibility of extension
Start Date: September 2014
Closing Date: 31 August 2014

1. General and Project(s) Background

The United Nations Office for Project Services (UNOPS) provides project management, procurement and infrastructure services to governments, donors and UN organizations around the world. In Serbia, it has been present since 2000, primarily funded by the European Union and the Government of Switzerland and latterly by the Kingdom of Norway, with a mission to support the Government of Serbia's efforts to implement socio-economic reforms on the European integrations path.

The UNOPS Serbia Project Centre (RSPC) was founded in April 2012 and has a present project portfolio of six projects, in the areas of: sustainable municipal development, creating more favourable environment for employability, business and infrastructure growth, enhanced good governance, social inclusion including durable housing solutions for the most vulnerable population and their access to health, education and jobs, implementation of hospital information systems and improvement of public health, but also rehabilitation of the damage incurred during May 2014 floods in Serbia.

UNOPS is the first organisation in the world that was awarded four most prestigious accreditations for the project management, by the APMG International and the Project Management Institute (PMI) and it incorporates global best practices such as PRINCE2® and for its approach to project management and consistent quality UNOPS received ISO 9001 certification in 2011.

In mid-2014 UNOPS Project Management Practice Group (PMPG) conducted a project management capacity assessment of the RSPC. The recommendations of the assessment are taken into account and the RSPC is in the process of establishing a Project Management Office (PMO) to help with the promotion of standards, capacity building, project planning, assisting with execution, reacting proactively to potential problems and tracking results using a centralized and visible manner. The key tasks of the PMO will include:

- Systematization of the best practices, with additional effort of putting together templates and formalizing processes and documents, regular updates of the project blue file and building capacity on embedding those, in order to improve RSPC business continuity needs and increase the predictability of its performance
- Promotion of the use of a more formal PRINCE2 project methodology, to improve the efficiency and effectiveness of the programmes and projects
- Implementation of the "Hard" End Stage Reviews, in order to improve governance, compliance to standards, overall visibility, accountability for results and improved risk management
- An End Tranche Assessment done at each quarter to help ensure RSPC has control over all projects, their outcomes and results.
- Investigate Managing Successful Programmes (MSP) and work with the SPMPG to develop

programme management guidance/tools and techniques.

The timeline to manage the transition period is the end of the first Quarter 2015.

Duties and Responsibilities

2. Purpose and Scope of Assignment

Under the direct supervision of the **Serbia Project Centre Manager**, the **PMO Supervisor** will as part of the management team play a leading role in the design, implementation, monitoring and evaluation of all existing and future UNOPS Serbia projects/programmes.

The PMO itself is established to provide a decision-enabling and delivery-support framework to the RSPC and supports the management team in ensuring consistent high level design and delivery of projects and programmes.

The following tasks/duties are involved:

Establish the PMO

The PMO Supervisor firstly leads the process of establishing the PMO with the full support of the RSPC management team, finalising its terms of reference, including governance procedures and lead the communication of its purpose, function and expected results internally to UNOPS RSPC and externally to partners and stakeholders. He/she also supports reorganization of the RSPC to respond to the new workload as appropriate.

The PMO has three high level functions:

1. **Strategic Programme Office:** This function focuses on supporting and facilitating senior management decision-making. Activities may include assessments on alignment with the RSPC Director's strategy, development of project prioritization models, planning support, tracking of benefits, preparation of management dashboards/reports, and scrutiny, challenge and recommendations on senior management decisions, as requested by the Head of Programmes/Projects.
2. **Services / Delivery Support:** This function focuses on supporting delivery of the country programme. Activities may include providing expertise for start-up of programmes or projects, planning and closing projects, workshop facilitation, negotiations support with and to the SRPC Technical Manager and project management teams, and lead assurance processes. The PMO coordinates core functions of the programme by facilitating project end stage reviews wherever possible, and conducting regular project health checks. Additionally, and on a case-by-case basis only, the PMO may provide temporary capacity and resources for surge purposes in selected projects (including external programme and/or project managers for dealing with troubled projects, advising and mentoring, and covering any gaps in key project based personnel)
3. **Best Practice:** This function focuses on application of UNOPS' standards in project management, encouraging consistent working practices, and ensuring appropriate application. Activities may include training (tools, systems, and processes), capturing and presenting lessons learned and other knowledge processes, identifying innovations and preparing case studies, providing independent assurance and coordinating with the Project Management Practice Group for tailoring best practices to meet the RSPC specific needs.

The PMO Supervisor works with the Human Resources Unit so that all RSPC staff in all programmes/projects to have their personal ToRs adjusted to reflect the establishment of the PMO and their responsibilities under its governance structures.

The selected candidate will lead the process of systemizing the PMO within RSPC organizational structure.

Description of Duties and Responsibilities

The Supervisor as a part of the RSPC management team:

- Manages the PMO on a day to day basis and coordinates and prioritizes the work of the PMO staff/RSPC secondments
- Provides support to managers in managing benefits and stakeholders, working as needs be in close consultation with the RSPC senior management
- Supports and monitors individual project and programme managers (PMs) in the project/programme planning process, providing expertise in pricing, and playing the role of 'informed customer' to ensure best value for money in the planning and delivery of projects and programmes
- Provides expertise in tools, systems and supports assurance that processes are being followed. Provides support as required in vetting and preparing business development products
- Assumes PMO oversight of RSPC programme and project portfolio at any one time, establishing a direct relationship with the relevant project/programme managers to facilitate efficient delivery and management of portfolios, in conjunction with the senior management
- Focuses on collecting and maintaining best practice data with the aim of improving planning and delivery of processes
- Coordinates with all Project Support Officers (PSOs) within the PMO's area of responsibility, ensuring close liaison with the RSPC Operations Manager. Furthermore, the PMO Supervisor will advise management regarding future utilization of PSOs within RSPC, based on performance and delivery needs
- Facilitates the ongoing management of the country programme, following up on management decisions as and when required
- Prepares reports and dashboards as required
- With PMs and management coordinate and/or performs secretariat functions for project and programme meetings as required, and manages information flows, oversees change controls, risk registers, and contributes on all internal issue management issues
- Establishing a direct relationship with relevant project managers to facilitate efficient delivery and management of portfolios, in conjunction with the senior management team
- Maintains close liaison with the project managers on Quality Assurance and Quality Control (QA/QC) ensuring QA/QC resources are allocated appropriately in line with RSPC programme priorities
- Maintains a record of all QA/QC deployments including allocation of resources, and maintains the QA/QC reports file.

In coordination with Operations:

- Provides oversight and daily management of all project/programme related closure activities
- Arranges and manages the successful handover of a closing project from the outgoing Project Manager to the PMO
- Provides close liaison and coordination with other key elements within RSPC in particular Finance, Procurement and the QA/QC project managers
- If appropriate, be the primary focal point for all communications with the relevant client and donor, as well as with contractors engaged on the project under Defect Liability Period obligations, working in support of the Operations Manager
- Ensures the project closure checklist is completed and all project related files are archived under SRPC arrangements

Governance

The Programme Management Office is setup as a single unit within the RSPC, reporting and answering to the RSPC Manager. The PMO has a supervisory and reporting line to each of the project offices to promote best practice and provide overall assurance.

Project and Communication Managers and Associates report and coordinate through the PMO on all aspects of the individual project's contractual obligations under individual Donor Agreements.

Perform other duties as may be reasonably required and in line with the incumbent's scope of services above.

At the request of RSPC Manager and as may be reasonably required, provide support to the RSPC activities in line with the scope of the services of this ToR, in order to promote the common objectives of the RSPC and donors of its projects.

Required Selection Criteria

a. Education

- Master degree OR professional license/bachelor's degree plus two additional years of work relevant experience in project management.
- PRINCE 2 Foundation and Practitioner qualification an advantage

b. Work Experience

- Seven years of relevant progressive experience preferably with the EU or the UN, or another international organizations
- Demonstrated managerial supervisory experience
- Demonstrated donor coordination experience
- Management experience at a high level
- Financial, procurement and administrative experience
- Direct experience in a wide variety of project management

5. Key Competencies

- Serbian as native language, fluency in English both spoken and written
- Strong supervision and mentoring skills
- Demonstrates commitment to UNOPS' mission, vision and values, including cultural, gender, religion, race, nationality and age sensitivity and adaptability
- Excellent analytical, organizational and inter-personal skills
- Public speaking clear and focused, with ability to effectively communicate complex ideas to a non-specialist audience with little background
- Formulates written information clearly and persuasively
- Accountability for management of time, establishing clear performance goals, standards, and responsibilities
- Demonstrates openness to change and ability to manage complexities
- Initiates and sustains relationships with key constituents
- Seeks and applies knowledge, information, and best practices from within and outside UNOPS
- Focuses on impact and result for the client and responds positively to feedback
- Consistently approaches work with energy and a positive, constructive attitude; remains calm, in control and good humored even under pressure
- Willing to share knowledge and experience, while actively working towards continuing personal learning; coaching that strengthens internal staff and/or municipal employees and municipalities
- Builds strong relationships with clients and external actors
- Strong IT skills
- Drivers licence essential and ability to travel independently

Submission of Applications

Additional Considerations

Qualified candidates may submit their application, including a letter of interest, complete Curriculum Vitae and an updated United Nations Personal History Form (P.11) to UNOPS via e-mail to: srpc.vacancies@unops.org Kindly indicate the vacancy number and the post title in the subject line.

Please note that this is a local post and is open to all nationals of the country of the duty station and to individuals who have a valid work permit.

Additional Considerations

- Applications received after the closing date will not be considered.
- Only those candidates that are short-listed for interviews will be notified.
- Qualified female candidates are strongly encouraged to apply.
- UNOPS reserves the right to appoint a candidate at a level below the advertised level of the post.

For more information on UNOPS, please visit the UNOPS website at www.unops.org