



Operational excellence for results that matter

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**

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**Vacancy code:** VA/2016/B5109/9883  
**Post Title:** Operations Specialist  
**Post Level:** L-ICA 10  
**Org Unit:** ECR, RSPC, Serbia  
**Duty Station (DS):** Belgrade, Serbia  
**Duration:** Eight months, renewable subject to satisfactory performance and funds availability  
**Closing Date:** 8 May 2016

### **1. Project(s) Background**

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The United Nations Office for Project Services (UNOPS) mission is to serve people in need by expanding the ability of the United Nations, governments and other partners to manage projects, infrastructure, and procurement in a sustainable and efficient manner. UNOPS provides its partners with advisory, implementation and transactional services and its focus is always on developing national capacity. It is the first organisation in the world that was awarded four most prestigious accreditations for the project management, and it incorporates global best practices such as PRINCE2®. For its approach to project management and consistent quality UNOPS received ISO 9001 certification in 2011.

In Serbia, UNOPS has been active since 2000, and it established the Serbia Project Centre (RSPC) in 2013. UNOPS Serbia has been a reliable partner of the Government of the Republic of Serbia in providing support for demanding socio- economic reforms, and facilitation of European Union integrations. All UNOPS Serbia projects promote human rights protection, good governance and gender equality.

Currently, the RSPC is implementing eight projects, in the areas of: rehabilitation of the damage incurred during May 2014 floods in Serbia, 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.

### **2. Duties and Responsibilities**

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#### **Purpose and Scope of Assignment**

Under the guidance of the RSPC Manager, the Operations Specialist acts as an advisor to Senior Management on all aspects of the Project Centre's management and operations. This includes strategic financial and human resources management, efficient procurement and logistical services, ICT, transportation and vehicle management, audit and security, consistent with UNOPS rules and regulations. The main role is to lead the operations, ensuring smooth functioning of the RSPC and its projects operations, consistent services delivery and constant evaluation and readjustment of the operations to take into account changes in the operating environment as and when needed.

#### **Summary of Key Functions**

- Ensuring strategic direction of operations
- Financial resources management and supervision of the Finance team
- Human Resources (HR) management and supervision of the HR team
- Efficient procurement and logistical services and supervision of the Procurement team

- Information and communication technology (ICT) management and supervision of ICT team
- Transport and technical services
- Security-related issues
- Act as focal point on all audit related issues

S/He will perform the following duties:

As a member of the RSPC management team, ensures ***the strategic direction of operations*** focussing on achievement of the following results:

- Full compliance of operations with UNOPS rules, regulations and policies, implementation of corporate operational strategies, assist in achieving management targets and monitoring of achievement of results
- Work closely with RSPC Project Management Office Supervisor (PMO) on establishment of internal Standard Operating Procedures (SOPs) in Finance, Human Resources Management, Procurement, Logistical and ICT services. Provides training on operational matters to personnel and projects, and conduct regular monitoring of proper implementation of SOPs
- Management of the Operations & Support Services of the RSPC, namely HR Management, Finance, Procurement, Logistical and ICT Services, ensuring the timely delivery of services to projects under the office
- Constant monitoring and analysis of the operating environment, timely readjustment and improvements of the operations, advice on legal considerations and risk assessment
- Development of tools and platform for operations and data management, ensuring information and knowledge sharing with colleagues, clients and partners.

Ensures effective and accurate ***financial resources management and supervision of the Finance team*** focussing on achievement of the following results:

- Proper planning, expenditure tracking and audit of financial resources, in accordance with UNOPS rules and regulations
- Organisation and oversight of RSPC cash management processes, including liquidity management, recommendation of imprest level, risk assessment, bank relationship management; timely accounting and reconciliation of all transactions, security for cash assets on site
- Transaction and payment approval in UNOPS oneUNOPS software and internal banking system
- Development and implementation of a finance management system in accordance with UNOPS Financial Rules and Regulations
- Monitoring of administrative budget project budgets and expenditures and advice to Project Managers on the budget status, ensuring that funds allocated is not exceeded or that additional funds are allocated when required; response to queries on financial and administrative matters.

Ensures strategic ***human resources management and supervision of the HR team*** focussing on achievement of the following results:

- RSPC compliance with corporate human resources policies and strategies
- Optimal staffing of the office and projects
- Oversight of recruitment processes in accordance with UNOPS rules and regulations, appropriate use of different contractual modalities, contracts management, performing the function of HR Pre-clearance officer in oneUNOPS
- Establishment and maintenance of the performance management and personnel development system which is in line with the corporate rules and regulations
- Establishment and implementation of a recruitment system for national personnel, in accordance with UNOPS HR manual and in collaboration with the relevant sections in UNOPS, undertaking recruitment process for national consultants and administering contracts on behalf of the Regional Office
- Definition of training plans for personnel involved in the delivery of support services.

Ensures provision of **efficient procurement and logistical services and supervision of the Procurement and Logistics teams** focussing on achievement of the following results:

- RSPC compliance with corporate rules and regulations in the field and elaboration of the procurement strategies including sourcing strategy, supplier selection and evaluation, quality management, customer relationship management, performance measurement
- Elaboration of the RSPC contract strategy including tendering processes and evaluation, managing the contract and contractor, legal implications. Oversight of procurement processes and logistical services in accordance with UNOPS rules and regulations
  - Development and implementation of a comprehensive logistics system in accordance with UNOPS Logistical Procedures
  - Implementation of an equipment management and accounting system for all UNOPS managed equipment and properties in accordance UNOPS equipment policy
- Building management and maintenance activities.
- Development and implementation of a procurement management system in relation to planning, awarding, administering and monitoring of all matters related to procurement, in accordance with UNOPS Procurement Manual
- Provision of guidance on all procurement matters
- Establishment and management of a vehicle pool for providing transportation services as required by the Office as well as to meet logistical needs
- Development and implementation of a vehicle management and maintenance system in accordance with UNOPS vehicle management policy and procedures

Ensures forward-looking **information and communication management and supervision of ICT team** focussing on achievement of the following results:

- Identification of opportunities and ways of converting business processes into web-based systems to address the issues of efficiency and full accountability
- Maintenance of a secure, reliable infrastructure environment for ICT and adequate planning for disasters and recoveries.

Ensures proper **management of security-related issues**, focussing on achievement of the following results:

- Analysis and identification of potential issues related to security and proposal of strategies and proposal of options to be reviewed by management
- Implementation of a comprehensive security policy for the RSPC
- Review of security arrangements in light of Minimum Security Operating Standards requirements and ensure the efficient implementation of all recommended measures.

Coordinate all **audit** activities:

- Act as the focal point on all audit related issues including audit preparations, audit engagements, responses to audit queries and observations, follow-up on implementation of audit recommendations.

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

### **3. Required Selection Criteria**

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#### **a. Education**

- Master's Degree or equivalent in Business Administration, Public Administration, Finance, Economics or related field.

- A first-level university degree with relevant combination of academic qualifications and extensive experience related to the nature of the position may be accepted in lieu of an advanced university degree.

#### **b. Work Experience**

- Five years of relevant experience at the national or international level in providing management advisory services and/or managing staff and operational systems
- Experience in the usage of computers and MS Office, experience in handling of web-based management systems
- Knowledge of UN, UNOPS and/or EU financial rules and regulations would be an asset

#### **c. Language Requirements**

- Fluency in English and Serbian is required

#### **d. Key Values/Competencies**

- Promotes ethics and integrity
- Professionalism
- Sound judgment and fair decision making
- Focuses on result for the client and responds positively to feedback
- Planning and organisation
- Communication skills
- Team work and interpersonal skills
- Demonstrates commitment to UNOPS mission, vision and values
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability
- Shares knowledge and experience
- Actively works towards continuing personal learning, acts on learning plan and applies newly acquired skills
- Consistently approaches work with energy and a positive, constructive attitude
- Remains calm, in control and good humoured even under pressure.

#### **e. Functional Competencies**

##### Knowledge Management and Learning

- Promotes knowledge management in UNOPS and a learning environment in the office through leadership and personal example
- Actively works towards continuing personal learning and development in one or more practice areas, acts on learning plan and applies newly acquired skills

##### Development and Operational Effectiveness

- Ability to lead strategic planning, results-based management and reporting
- Ability to lead formulation and monitoring of management projects
- Solid knowledge in financial resources and human resources management, contract, asset and procurement, information and communication technology, general administration
- Ability to lead business processes re-engineering, implementation of new systems (business side), and affect staff behavioural/ attitudinal change

##### Management and Leadership

- Builds strong relationships with clients, focuses on impact and result for the client and responds positively to feedback
- Consistently approaches work with energy and a positive, constructive attitude
- Demonstrates openness to change and ability to manage complexities
- Leads teams effectively and shows mentoring as well as conflict resolution skills

## **Submission of Applications**

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Qualified candidates may submit their application, including a Letter of Interest, Curriculum Vitae and updated United Nations Personal History Form (P.11) to UNOPS via UNOPS Global Personnel Recruitment System at following link:

<https://gprs.unops.org/Pages/ViewVacancy/VADetails.aspx?id=9883>

**This is a local position, it is therefore open to Nationals of Serbia and to individuals who have a valid residence/work permit.**

## **Additional Considerations**

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- Please note that the closing date is midnight Copenhagen time (CET)
- 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.
- For staff positions only, UNOPS reserves the right to appoint a candidate at a level below the advertised level of the post.
- The incumbent is responsible to abide by security policies, administrative instructions, plans and procedures of the UN Security Management System and that of UNOPS.

It is the policy of UNOPS to conduct background checks on all potential recruits/interns. Recruitment/internship in UNOPS is contingent on the results of such checks.

For more information on UNOPS, please visit the UNOPS website at [www.unops.org](http://www.unops.org)