

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:	VA/2017/B5109/14487
Post Title:	Sector Manager for Small and Medium-Sized Enterprises and Business Support Organisations
Post Level:	LICA Specialist-9
Org Unit:	ECR, RSOC, Serbia
Duty Station (DS):	Belgrade, Serbia
Duration:	One year, renewable subject to satisfactory performance and funds availability
Closing Date:	6 December 2017

1. Programme Background

The European Union Support to Municipal Development – EU PRO Programme¹ will contribute to a more balanced socio-economic development of Serbia, by enhancing competitiveness and social cohesion of 99 municipalities, in two regions: Šumadija and Western Serbia and South and Eastern Serbia.² The European Union (EU) has allocated 25 million Euros for the implementation of the Programme during 36 months. The United Nations Office for Project Services (UNOPS) was selected for indirect management, through a Call for Expression of Interest.³

There are three results that the Programme will achieve:

- Result 1: Improved technological structure of SMEs and their ability to export
- Result 2: Improved conditions for business operations through more efficient administrative service provision, better land management and specific infrastructure investments
- Result 3: Better social cohesion and attractive living environment through improvement of small scale public infrastructure and social relations.

The direct beneficiaries of the EU PRO are local administration structures, local SMEs, civil society organisations (CSOs) and business support organisations (BSOs). The final beneficiaries are the inhabitants of 99 municipalities.

The EU PRO Programme is based on the National Priorities for International Assistance in the Republic of Serbia 2014-2017, with projections until 2020 (NAD)⁴, significant for Serbia's EU accession process and socio-economic development. Its activities will be undertaken in partnership with the Government of Serbia, while respecting the national strategies, laws and relevant development documents, in order to ensure national ownership and help develop national capacities.

2. Duties and Responsibilities

Purpose and Scope of Assignment

Under the direct supervision of the Deputy Programme Manager, the Sector Manager for Small and Medium-Sized Enterprises (SMEs) and Business Support Organisations (BSOs) will manage the Programme's activities aiming at improved technological structure of SMEs and their ability to increase their market share

1 The Programme is based on Serbia Local Development Action Document within the Instrument for Pre-accession Assistance (IPA) 2016 <http://europa.rs/eu-assistance-to-serbia/ipa/ipa-2016/?lang=en>

2 Forty-five municipalities are from the third and the fourth category of development, 44 are from the first and the second. The two regions, Šumadija and Western Serbia and South and Eastern Serbia, are less developed comparing to Belgrade and Vojvodina.

3 The Call was organised by the Delegation of the European Union (DEU) in cooperation with the then European Integration Office of the Republic of Serbia (SEIO) in July 2016. The criteria included adequate administrative, financial and technical capacity, as well as criteria related to the quality of the Concept Note, including relevance; consistency with the objectives, results and activities of the Action, expected impact; sustainability and cost-effectiveness.

4 Available at: [http://www.evropa.gov.rs/Documents/Home/DACU/12/74/NAD%202014-2017%20with%20projections%20until%202020%20\(english\).pdf](http://www.evropa.gov.rs/Documents/Home/DACU/12/74/NAD%202014-2017%20with%20projections%20until%202020%20(english).pdf)

and export. He/she will manage the Sector for SMEs and BSOs personnel and play a leading role in the design, implementation, monitoring and evaluation of the Sector activities.

The Sector Manager for SMEs and BSOs will undertake the following activities/responsibilities:

Stakeholder Management:

- Establish and cultivate professional relationship with the counterparts in the Ministry of Economy and the Development Agency of Serbia, BSOs, beneficiary SMEs and other Sector stakeholders
- Develop reports and qualitative and quantitative analysis on the Sector performance
- Contribute to presentation of the Programme's support to SMEs and BSO, as per agreement with the Programme Manager and Deputy Programme Manager
- Provide support to the Programme's communication and visibility activities

Delivery and Performance:

- Contribute to the Programme planning and ensure timely delivery of the approved Activity, Procurement, Financial and other Sector plans
- Manage design and implementation of all Calls for Proposals within the Sector for SMEs and BSOs
- Organise efficient monitoring of projects and grants supported through the SMEs and BSO Sector
- Ensure efficient and effective provision of support to SMEs and BSOs through development and execution of grant schemes designed to contribute to Programme results
- Manage quality of implemented activities within the Sector for SMEs and BSOs and ensure products are positively assessed by the key national stakeholders and beneficiaries
- In cooperation with the Deputy Programme Manager and the Operations Team, ensure efficient and effective management of the Sector budget
- With the guidance of the Grants and Procurement Officer, draft Terms of Reference necessary for engagement of consultants and or consultancies needed for the SME and BSO Sector
- With support from the communications team and logistics, organise events and functions related to the Sector
- Provide timely and punctual information to the Programme team about SME and BSO Sector milestones as well as about external SME development that are relevant for the Programme
- Contribute to identification and management of risks and issues in accordance with the Risk Management Strategy
- Monitor and evaluate performance of service providers and retainers supporting the Sector activities
- Ensure good governance concept, principles and practices are incorporated into the activities in accordance with the Programme's objectives and methodology.
- Manage establishment and maintenance of archive related to the Sector activities

Procedures:

- With support from the Deputy Programme Manager, ensure respect of UNOPS project management requirements
- With support from the Operations Specialist and the Grants and Procurement Officer, ensure respect of UNOPS procurement procedures
- With support from the Operations Specialist and the Finance Officer, ensure that all Sector's expenditures comply with UNOPS Financial Rules and Regulations (FRR)
- Contribute to development and update of the Programme's plans and strategies
- Contribute to identification and assessment of risks and implement mitigation measures in accordance with the Risk Management Strategy
- Provide timely, accurate, and quality reports and inputs as envisaged by the Programme Document
- Provide timely, accurate, and quality inputs needed for monitoring of Programme's performance, outputs and benefits
- Ensure respect of UNOPS and EU PRO configuration management requirements
- Contribute to high visibility of the EU PRO, its donor, UNOPS and the other stakeholders involved in the Programme.

Knowledge Management:

- Participate in the relevant UNOPS Communities of Practice
- Contribute to identification and sharing of the Programme's lessons learned and the best practices
- Provide feedback to the Practice Leads on policy, supporting guidance with an aim towards continuous improvement of UNOPS' policies.

Personnel Management:

- Manage the Sector personnel, including retainers
- Lead and motivate the Sector for SMEs and BSOs' personnel and ensure they respect professional standards of conduct
- Ensure good quality conduct of full performance evaluation cycle, completion of mandatory courses and encourage personnel continuous learning and development
- Support personnel development through mentoring.

Core Values:

- Knowledge Management and Learning
 - i. Promotes knowledge management in UNOPS and a learning environment in the office through leadership and personal example
 - ii. 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
 - i. Ability to translate complex messages and concepts into simple language that is easy to understand
 - ii. Ability to read and write effectively
 - iii. Ability to interview colleagues, research and solicit newsworthy material relating to UNOPS issues for feature stories and other external publications
 - iv. Strong IT skills
- Leadership and Self-Management
 - i. Ability to adhere to work assignments and meet designated deadlines
 - ii. Ability to work independently and with minimal supervision
 - iii. Keen attention to details
 - iv. Consistently approaches work with energy and a positive, constructive attitude
 - v. Ability to produce a high volume of quality content
 - vi. Demonstrates behaviour of professional and personal ethics transparency and openness to encourage respect and similar behaviour from colleagues in the work place
 - vii. Sensitivity to other people's cultural and religious norms and the ability to easily blend with others.

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

At the request of the RSOC Manager and as may be reasonably required, provide support to the RSOC activities in line with the scope of services above in order to further the common objectives of the RSOC and its projects' donors.

3. Required Selection Criteria**a. Education**

- Advanced University Degree preferably in project management, business administration, economics, social sciences, engineering or development studies is required
- University Degree (bachelor's degree / first level) with a combination of two additional years of relevant professional experience in project management, business administration, economics, social sciences, engineering or development studies may be accepted in lieu of the advance university degree.
- PProjects IN Controlled Environments (PRINCE 2) Practitioner Certification – preferred
- Completed UNOPS' Project Management Foundation course will be considered an asset.

b. Work Experience

- Two years of experience in management of projects related to SMEs and BSOs is required
- Experience with the EU or the UN, or another international organisation is an asset
- Direct experience with activities related to community economic empowerment is essential
- Experience in supervision of consultants is an asset

c. Language Requirements

- Fluency in English and Serbian is required

d. Driving license

- Driving license and ability to travel independently is required

e. Competencies

In addition to the seven core competences⁵ defined by UNOPS, the following functional competences are required:

- Development and Operational Effectiveness
 - Ability to perform a variety of standard tasks and duties related to management of the SME and BSO Sector – follow competitiveness trends, liaise with other development partners, manage design and implementation of grants
 - Ability to produce written information clearly and persuasively conforming to the required UNOPS and RSOC standards
 - Ability to handle a large volume of work possibly under time constraints
 - Knowledge of UNOPS rules and procedures
 - Strong IT skills
- Coaching and Mentoring
 - Provides productive feedback (behavioural rather than personal) to team, colleagues and management in a direct, timely and supportive manner
 - Continuously strives to bring out the best in team members by removing barriers to learning
 - Finds creative ways to encourage and motivate team members for skill and personal development
 - Proactively shares learning material with team members. Exposes and encourages them towards self-development
 - Holds learning sessions between teams and encourages members to share domain knowledge with the group
- Ability to Analyse
 - Is fact based in his/her approach to problem solving, reviews and analyses information
 - Takes reasoned approach and discusses them with other key players for a balanced view
 - Has a backup/contingency plan ready for high risk/complex projects
 - Is able to break down complex tasks into manageable parts to achieve completion

Submission of Applications

Qualified candidates may submit their application, including a Letter of Interest and Curriculum Vitae to UNOPS via UNOPS Jobs at following link:

<https://jobs.unops.org/Pages/ViewVacancy/VADetails.aspx?id=14487>

Kindly note that this is a local position open to nationals of Serbia and to individuals who have a valid residence/work permit.

Additional Considerations

- 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.

⁵ The eight UNOPS core competences are: Strategic Perspective, Integrity & Inclusion, Leading Self and Others, Partnering, Results Orientation, Agility, Solution Focused and Effective Communication. For a position of this level, Strategic Perspective is excluded as mandatory core competence.

- 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