



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/2018/B5109/14975
Post Title: Programme Officer for Social Inclusion
Post Level: LICA Specialist-8
Org Unit: ECR, RSOC, Serbia
Duty Station (DS): Belgrade, Serbia
Duration: One year with possibility of extension
Closing Date: 11 February 2018

1. Programme Background

The "Enhancing Good Governance and Social Inclusion at Local Level in Serbia" Programme (Swiss PRO) will improve local capacities primarily in 99 municipalities in Šumadija and Western Serbia, and South and Eastern Serbia regions to apply good governance (GG) principles in local policies and regulations and thus increase social cohesion. The Government of Switzerland has allocated CHF 6.9 million for the Programme, with the United Nations Office for Project Services (UNOPS) responsible for its implementation, in cooperation with the Standing Conference of Towns and Municipalities (SCTM).

The Programme has to fulfil two main goals:

1. To contribute to the enhancement of organisations and officials' knowledge and skills
2. To positively change the scope and quality of public services rendered to citizens, especially to those from excluded groups.

Both goals will lead to improved regulations, institutional, technical and human capacities for the enhancement of e-services. In addition, capacity building will be provided to local civil society organisations (CSOs) as well as institutions dealing with social inclusion and gender equality.

Overall, this will contribute to the improved rule of law at the local level, increased accountability, transparency and efficiency and effectiveness of the local governments (LSGs), and ultimately improvement of quality of life of citizens, especially excluded citizens.

The Programme will coordinate its activities with the key line-national-level institutions, while observing the national strategies, laws and relevant development documents, which will contribute to sustainability, ensure national ownership and develop national capacities. The content and the scope of the Programme will significantly complement the European Union Support to Municipal Development – EU PRO Programme.¹

2. Duties and Responsibilities

Purpose and Scope of Assignment

Under the direct supervision of the National Programme Manager, the Programme Officer for Social Inclusion will hold overall responsibility for the Programme's activities aiming at increasing inclusion of vulnerable groups in the Programme municipalities. He/she will lead the Sector for Social Inclusion, including the design, implementation, monitoring and evaluation of the Sector activities and management of personnel.

The Programme Officer for Social Inclusion will undertake the following activities/responsibilities:

Stakeholder Management:

- Maintain professional relationship with the line ministries and national-level institutions, beneficiary LSGs, and other Sector stakeholders
- Develop reports and qualitative and quantitative analysis on the Sector performance

¹ The Programme will be implemented by UNOPS, with the EU funding of 25 million Euros, over 36 months and is focussed on improving business environment for small and medium enterprises and entrepreneurs, including building infrastructure to improve local economy, quality of life and the efficiency of local authorities in property management.



- Contribute to presentation of the Programme's support to social inclusion, as per agreement with the Programme Manager and the National 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
- Lead design process and implementation of all Calls for Proposals within the Sector for Social Inclusion
- Ensure efficient and effective provision of support to LSGs through development and execution of activities and grant schemes designed to contribute to Programme results
- Organise efficient monitoring of activities and grants supported through the Sector for Social Inclusion
- Ensure quality of implemented activities as described in the Programme Document within the Sector for Social Inclusion and ensure products are positively assessed by the key national stakeholders and beneficiaries
- In cooperation with the National Programme Manager and the Operations Team, ensure efficient and effective management of the Sector budget
- Draft Terms of Reference necessary for engagement of consultants and or consultancies needed for the Sector for Social Inclusion
- With support from the Communications Team and Logistics, plan the organisation of events and functions related to the Sector for Social Inclusion
- Provide timely and punctual information to the Programme team about Sector milestones as well as about external social inclusion development that are relevant for the Programme
- Monitor and evaluate performance of service providers and retainers supporting the Sector activities
- Ensure good governance and gender equality 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 National Programme Manager, ensure respect of UNOPS' project management requirements
- With support from the Operations Specialist and the 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 accurate, and quality reports and inputs as envisaged by the Programme Document
- Provide accurate, and quality inputs needed for monitoring of Programme's performance, outputs and benefits
- Ensure respect of UNOPS/Swiss PRO configuration management requirements
- Contribute to high visibility of the Swiss PRO, its donor, UNOPS and the other stakeholders involved in the Programme by providing information on the Sector's activities.

Knowledge Management:

- Participate in the 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:

- Lead and motivate the Sector for Social Inclusion personnel, including retainers, 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.



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

At the request of the UNOPS Serbia Operations Centre (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

- Bachelor Degree preferably in project management, public administration, social/political sciences, development studies or other relevant discipline is required

b. Work Experience

- Two years of experience in project implementation, coordination and monitoring is required.
- Experience in designing approach to address social inclusion issues with local self-governments and coordination with national level will be considered as an asset.
- Experience in working with government officials and donor representatives preferably in similar projects/programmes is an asset.

c. Language Requirements

- Fluency in Serbian and English is required

d. Driving licence

- Driving license and ability to travel independently is required

e. Certification

- PProjects IN Controlled Environments (PRINCE 2) Foundation Certification is an asset

f. Core Competencies



Treats all individuals with respect; responds sensitively to differences and encourages others to do the same. Upholds organizational and ethical norms. Maintains high standards of trustworthiness. Role model for diversity and inclusion.



Acts as a positive role model contributing to the team spirit. Collaborates and supports the development of others. **For people managers only:** Acts as positive leadership role model, motivates, directs and inspires others to succeed, utilizing appropriate leadership styles.



Demonstrates understanding of the impact of own role on all partners and always puts the end beneficiary first. Builds and maintains strong external relationships and is a competent partner for others (if relevant to the role).



Efficiently establishes an appropriate course of action for self and/or others to accomplish a goal. Actions lead to total task accomplishment through concern for quality in all areas. Sees opportunities and takes the initiative to act on them. Understands that responsible use of resources maximizes our impact on our beneficiaries.



Open to change and flexible in a fast paced environment. Effectively adapts own approach to suit changing circumstances or requirements. Reflects on experiences and modifies own behaviour. Performance is consistent, even under pressure. Always pursues continuous improvements.



Evaluates data and courses of action to reach logical, pragmatic decisions. Takes an unbiased, rational approach with calculated risks. Applies innovation and creativity to problem-solving.



Expresses ideas or facts in a clear, concise and open manner. Communication indicates a consideration for the feelings and needs of others. Actively listens and proactively shares knowledge. Handles conflict effectively, by overcoming differences of opinion and finding common ground.

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=14975>

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.
- 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