

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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<b>Vacancy code:</b>	VA/2018/B5109/15040
<b>Post Title:</b>	Programme Associate for Small and Medium-Sized Enterprises and Business Support Organisations (two positions)
<b>Post Level:</b>	LICA-6
<b>Org Unit:</b>	ECR, RSOC, Serbia
<b>Duty Station (DS):</b>	Belgrade and Novi Pazar, Serbia
<b>Duration:</b>	One year, renewable subject to satisfactory performance and funds availability
<b>Closing Date:</b>	22 February 2018

### 1. Programme Background

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The European Union Support to Municipal Development – EU PRO Programme<sup>1</sup> 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.<sup>2</sup> 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.<sup>3</sup>

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)<sup>4</sup>, 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

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#### Purpose and Scope of Assignment

UNOPS Serbia Operations Centre is planning to fill two positions based on this Vacancy in the following cities: Belgrade and Novi Pazar.

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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)



Under the direct supervision of the Sector Manager for Small and Medium-Sized Enterprises (SMEs) and Business Support Organisations (BSOs), the Programme Associate for SMEs and BSOs will be responsible for the implementation of projects and activities contributing to improved technological structure of SMEs and their ability to increase their market share and strengthened ability of BSOs to provide specialised services to SMEs. He/she will be assisting SMEs and BSOs in the assigned territory of the Programme Area of Responsibility (AoR) to implement activities resulting in increase of SMEs productivity, improved business operations, better market positioning and more competitive export, and creation of new jobs.

The Programme Associate for SMEs and BSOs will undertake the following activities/responsibilities:

- Maintain professional relationship with the business community and other local stakeholders within the Programme AoR
- Support dialogue and cooperation between SMEs, BSOs and relevant local and national stakeholders, regional development agencies, donors and other programmes in order to help them to identify common projects and funding mechanisms and establish partnerships
- Contribute to development of the Programme's reports and analysis related to SME competitiveness and provision of services to SMEs by BSOs, with particular attention to results of the Programme's initiatives
- Contribute to presentation of the Programme's support to increased competitiveness of SMEs and strengthened ability of BSOs to provide specialised services to SMEs
- Provide specialised knowledge needed for development of the Calls for Proposals (CFPs) for SMEs and BSOs
- Organise trainings, information sessions, and other events related to promotion of the CFPs for SMEs and BSOs and capacity building of potential beneficiaries to adequately respond to the Calls
- Participate in evaluation of project proposals targeting SMEs and BSOs, as per request from the Sector Manager and/or the Deputy Programme Manager
- With guidance from the Sector Manager, manage implementation of projects related to SME competitiveness and strengthened ability of BSOs to provide specialised services to SMEs
- Assess and ensure alignment of implemented activities with approved project proposals in terms of technical scope, engagement of resources, budget expenditure and agreed timeframe
- Provide technical assistance to the SME and BSO beneficiaries in order to ensure fulfilment of products' quality criteria, enhance outcomes, and address sustainability
- Provide inputs to Programme work, financial, and procurement plans in parts related to SME competitiveness and strengthened ability of BSOs to provide specialised services to SMEs
- With guidelines from the operations team and the Sector Manager, contribute to development of documentation needed for procurements and engagement of consultants related to SME competitiveness
- Manage SME and BSO related grant contracts, follow up of grant contract budgets and interim and final reporting in the assigned territory of the Programme Area of Responsibility
- Contribute to establishment and maintenance of archive related to SMEs and BSOs
- Provide timely and punctual information to the Sector team about SME and BSO services development milestones as well as about relevant external news about these fields
- With the guidance of the Sector Manager, coordinate work of retainers and service providers needed for implementation of the activities supporting SMEs and BSOs
- Contribute to identification and assessment of risks and implement mitigation measures in accordance with the Risk Management Strategy
- Contribute to qualitative and quantitative analysis of EU PRO results in SME competitiveness development and strengthened ability of BSOs to provide specialised services to SMEs
- Draft reports as envisaged by the Programme Document, while in particular considering progress against the indicators in the logical framework matrix
- Contribute to identification and sharing of the Programme's lessons learned and best practices
- Contribute to efficient and effective use of EU PRO and UNOPS tools for monitoring of Programme's performance, outputs and benefits
- Provide support to Programme's communication and visibility activities

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

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#### a. Education

- Secondary education is required
- Bachelor's degree preferably in economics, social sciences, or development studies is an asset

#### b. Certification

- Projects IN Controlled Environments 2 (PRINCE2) Foundation Certification – preferred

#### c. Work Experience

- Six years of experience in the implementation of projects targeting SMEs and BSOs in Serbia is required. Bachelor's degree may substitute for some years of experience.

#### d. Language Requirements

- Fluency in Serbian and English is required

#### e. Driving license

- Driving license and ability to travel independently is required

#### 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**

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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=15040>

**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**

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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)