

TERMS OF REFERENCE

Title: Programme Management Office - Senior Analyst
Duty station: Bangkok, Thailand
Section/Unit: AR EAPMCO, Thailand
Contract/Level: ICS-9/IICA-1/P-2

Background Information – UNOPS

UNOPS supports the successful implementation of its partners' peacebuilding, humanitarian and development projects around the world. Our 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.

Working in some of the world's most challenging environments, our vision is to advance sustainable implementation practices, always satisfying or surpassing our partners' expectations. With over 7,000 personnel spread across 80 countries, UNOPS offers its partners the logistical, technical and management knowledge they need, wherever they need it. A flexible structure and global reach means that we can quickly respond to our partners' needs, while offering the benefits of economies of scale.

Background Information – Job specific

South East Asia Multi-Country Office (EAPMCO)

The South East Asia and Pacific Multi Country Office (EAPMCO) supports, develops and oversees the UNOPS portfolio of projects in East Asia and the Pacific. EAPMCO currently covers 24 countries across North East Asia, East Asia and the Pacific. With its head office in Bangkok, the Multi-Country Office comprises nine business units: EAPMCO Thailand, EAPMCO Indonesia, EAPMCO Pacific Operations Cluster, EAPMCO Papua New Guinea, EAPMCO China, EAPMCO Vietnam, EAPMCO Mekong, EAPMCO Philippines.

In 2023, the UNOPS EAPMCO implemented projects worth more than USD 70 million, in the areas of Energy Transition, Digital Transformations, Sustainable Environmental Management, Climate Change, Waste Management, Rule of Law and Access to Justice, Water, Sanitation and Hygiene (WASH), Post Conflict Reintegration, Emergency Relief, Post COVID19 Economic Transformations, and Health, through HR, procurement, construction, contract management, fund and program management services.



The Multi Country Office head office in Bangkok provides strategic direction, operational support, delivery oversight and assurance of the excellence of business processes and quality standards across all of the entire Multi Country Office locations. It is also responsible for developing, delivering and managing the portfolio of engagements in the country of the MCO location itself.

The Project Management Office at UNOPS EAPMCO:

The Project Management Office (PMO) is a section under the Programme Management Unit and its main role is to provide EAPMCO with the structures, tools, and techniques needed to ensure that programmes and projects under EAPMCO are implemented and managed effectively, that operational and change priorities are balanced, the programme/project governance and decision making is facilitated and it has the resources and capability to deliver them consistently well.

The functions and services of the PMO include:

- Strategic Planning/Portfolio Support: Ensuring UNOPS is focused on doing the right projects by supporting management decision-making.
- Delivery Support: Ensuring UNOPS is doing projects the right way, through the effective delivery of the programme and projects.
- Best Practices: Applying UNOPS standards in project management, encouraging consistent working practices and ensuring appropriate application.

EAPMCO is thus looking for a Project Management Office – Senior Analyst to support the Head of PMO in ensuring that project management policies, processes and methods are followed and practiced within the EAPMCO portfolio. The incumbent actively contributes to moving the EAPMCO toward achieving its 2022-2025 Strategic objectives.

Duties and Responsibilities

Under the general guidance and supervision of the Head of PMO, the incumbent responsibilities include the following:

Programme governance, implementation and monitoring

- Support the Head of PMO in providing project portfolio oversight as delegated by the Multi Country Office Director as well as assist in fulfilling the Project Executive functions during project board meetings.
- Prepare tools, templates and analytical dashboards as requested by the Head of PMO to aid in the monitoring and supervision of the programme according to UNOPS goals and partner expectations.
- Conduct periodic performance reviews on projects to ensure that projects are aligned with UNOPS policies, processes, methods, best project management practices and standards.
- Assist Project Managers in the execution and delivery of allocated projects, ensuring incorporation of best practice project management processes.



- Prepare analysis and reports on project outputs, budgets, expenditures, forecasts to aid decision making.
- Identify, and anticipate in a timely manner, potential risks and issues within the project portfolio and escalate to the Head of PMO.

Set-up and closure

- Facilitate the development of high-level programme/project plans, including the collation of lower-level plans into programme/project-level milestones.
- In consultation with relevant stakeholders, assist the development, and when appropriate, amendments, of project agreements, and other related engagement documents.
- Act as Engagement Closure Manager for assigned portfolio and ensure that projects that come on an end are closed in a timely manner and reflect correct closure status in oneUNOPS. Liaise closely and support in all assets and finance related issues.

Monitoring and reporting

- Provide routine oversight and analysis of delivery data within the dashboard system, using UNOPS ERP system as required.
- Assist in the further development of Performance tracking tools, dashboards, graphs and visualisations.
- Identify and anticipates in a timely manner, potential risks and issues specific to delivery forecasts, and advises mitigating measures to the Head of PMO.
- Support the preparation of necessary project analysis reports and information to support decision making areas relevant to the project management team.
- Track the reporting obligations of all projects within EAPMCO and whenever required assist PMs in producing reports in line with donor reporting requirements.
- Regularly review project status, evaluating performance criteria (scope, cost, schedule and quality).
- Provide editorial support to programmes and projects, ensuring effective and timely dissemination of reports, in line with project documentation and clients' expectations.
- Perform routine and effective monitoring and evaluation of programme and project activities, in line with logical frameworks.
- Track, and monitor the implementation of requests or initiatives relevant to project management from the Regional Office, IPAS, and HQ Teams, as required.

Stakeholder engagement

- Coordinate stakeholder engagement and communication, ensuring effective timing and interdependency management of communications across programmes and projects.
- Coordinate and monitor the effectiveness of internal and external programme/project communications.

Quality assurance

- Responsible for conducting monthly and quarterly assurance activities for assigned project categories.
- Coordinate quality reviews of programme/project documents and deliverables.
- Ensure compliance with UNOPS defined standards for programme/project management.
- In consultation with the Head of PMO, collaborate with the Support Service Unit to identify, streamline and improve operational processes relevant to project implementation.
- Work closely with relevant stakeholders to ensure the MCO implements audit recommendations as well as comply with audit requirements.

Knowledge management and innovation

- Support continuous improvement of project management practices and processes with the MCO
- Contribute in organising routine and effective capacity building activities in order to build the long-term and sustainable capacity of EAPMCO.
- Own various tasks as outlined and assigned in the PMO annual work plan and other related tasks as assigned, ensuring timely delivery of activities and report on progress against the work plan.
- Contribute to the oversight of lessons learned procedures, ensuring that lessons learnt are shared in a timely and appropriate manner.
- Actively interact with PMs and the wider PM community to share case studies, lessons learned and best practices in the Knowledge System.

Impact of Results

The incumbent directly impacts on achievement of project results by assisting the Head of PMO and to implement effective project management methods and strategies, reduce risks, cut costs and improve success rates. This consequently reinforces the visibility and image of the UNOPS as an effective service provider in project services and management and strengthens its competitive position as a partner of choice in sustainable development and project services.

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, utilising 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.

Qualifications and Experiences

Education/Experience/Language requirements

Education:

- An Advanced University degree (Master's or equivalent) in Project Management, International Relations/Development, Business Administration, Risk Management, Engineering, Architecture, or other relevant discipline is required;
- A combination of a relevant Bachelor's degree with an additional 2 years of relevant work experience may be accepted in lieu of the advanced university degree.

Experience:



- 2 years of relevant and progressive professional experience, specifically in the field of Project Management with experience of successful implementation and/or oversight of programmes and projects is required.
- Detailed knowledge of project management tools, UN financial and procurement rules and regulations, and financial management tools, is an asset.
- Strong experience with data analysis, management reporting and project management tools, and information management systems is desirable.
- Experience in infrastructure projects is an asset.

Language:

- Full working knowledge of English is essential.
- Fluency in one or more additional official UN languages is an advantage.

Incumbent

Name

Signature

Date