UNOPS

Job Profile

I. Post Information

Post Title: **Programme Support Officer**
Project Category: **2**
Project Focus: **Implementation**
Duty station: New York, USA
Organisational Unit: Peace and Security Cluster (PSC)
Supervisor/ Grade: Head of Programme (HoP), P4

II. Organisational Context

The United Nations Office for Project Services (UNOPS) is an operational arm of the United Nations, supporting the successful implementation of its partners' peacebuilding, humanitarian and development projects around the world. Mandated as a central resource of the United Nations, UNOPS provides sustainable project management, procurement and infrastructure services to a wide range of governments, donors and United Nations organisations.

Background Information - UNOPS Peace and Security Cluster

The Peace and Security Cluster (PSC) is a team within the New York Portfolios Office (NYPO). For over 25 years, PSC has provided portfolio, programme and project management services in the area of the delivery of gender-responsive humanitarian mine action and the broader area of explosive threat management. PSC currently operates Project Units in about 18 countries and territories. Each PSC Project Unit operates as an integral part of the overall PSC structure, and is directed and managed by a Head of Project Unit (HPU).

Background Information – Job-specific

Within the Peace and Security Cluster (PSC) of the New York Portfolios Office (NYPO), the Programme Support Specialist plays a vital role in linking field and HQ deliverables, supporting the Head of Project Unit (HPU), who serves as Project Manager for one or more projects within the country or territory, and the Head of Programme (HoP) who serves as Project Executive and supervises the HPU.

Reporting to the HoP, the Programme Support Specialist performs a multi-disciplinary mix of programme and project management, oversight, assurance and control activities which enable the HPU to deliver projects within the specified project tolerances of time, cost, quality, scope, risk and benefits, in accordance with organizational standards and rules.

Assisted by a Programme Support Analyst, the Programme Support Specialist verifies that Implementation Plans are fit-for-purpose, using Legal Agreements and shared understanding of the terms, conditions, and respective roles and responsibilities of the partners/ stakeholders to ensure that project outputs meet the business cases of both UNOPS and its partners.

III. Functions / Key Results Expected

Summary of functions:
1. Programme/ Project Planning
2. Programme/ Project Implementation and Closure
3. Programme/ Project Operations
4. Monitoring and Reporting
5. Stakeholder Engagement & Communication
6. Programme/ Project Assurance & Oversight
7. Capacity Development
8. Knowledge Management & Innovation

1. Programme/Project Planning

- As authorised by the HoP, support the HPU in developing and reviewing programme strategies, work-plans and budgets.
- Contribute to project proposals from a project implementability perspective, including development of project budgets and interfacing with partners.
- Liaise with internal stakeholders as part of standard project acceptance processes
- Research and identify potential project opportunities for UNOPS and report findings to the HoP.

2. Programme/Project Implementation and Closure

- Provide inputs to the HPU for developing, completing and updating Implementation Plan(s).
- Implement assigned tasks within approved plan(s) as per tolerances set in Legal Agreements.
- Collaborate with HPUs to ensure that deliverables comply with quality requirements as defined in Implementation Plan(s).
- Monitor project progress. Highlight issues and risks for the attention of HPUs to ensure deliverables are properly delivered on an ongoing basis.
- Advise HoP on mitigating measures / actions against identified risks and issues to ensure benefits maximization for partner(s) and other stakeholders.
- Assist the HPU in managing changes to projects, including amendments of legal agreements and budgets.

3. Programme/Project Operations

- Support the HPU in drafting requirements definitions for procurement activities.

- Assist the HPU in procurement and contract management of contractors, including supplier performance evaluation.

- Serve as the Employer's Representative within the FIDIC works contracts (if applicable).

- Assist the HPU in recruitment and administration of project personnel.

- Assist the HPU in the engagement and management of NGOs.

- Assist the HPU in all financial management activities, including managing budgets, developing financial forecasts (at project and programme level), managing financial commitments and disbursements, and monitoring expenditure vs budget.

- Understand and apply UNOPS indirect costs, direct costs, and related corporate charges to projects.

- Support the HPU in the project operational and financial closure process, facilitating formal handover of the project to the closure manager.

- Maintain project files and record lessons learned.

4. Monitoring and Reporting

- Use and improve approved monitoring tools to ensure that all projects are managed and delivered in compliance with organizational policies in general and the Project Management Manual (PMM) in particular.

- Manage reporting obligations defined in the Legal Agreement(s) and Implementation Plan(s).

- Assist the HPU in preparing and issuing regular project and/ or financial reports in accordance with Partner and UNOPS requirements for reporting.

- Together with the HPU and HoP, review project status and evaluate performance criteria (scope, cost, schedule and quality).

- Maintain progress reports as required by UNOPS standard operating procedures.

- Provide routine oversight and analysis of delivery data within the dashboard system.

- Assist the HPU in ensuring all project team members track and regularly update milestones and targets for the duration of projects' life span.

5. Stakeholder Engagement and Communication

- Engage with partners and other programme/ project stakeholders in coordination with the HPU and HoP.

- Develop, implement, track and report on overall effectiveness of project stakeholder communication plans, including ensuring stakeholders are aware of project activities, progress and exceptions and in a position to accept handover outputs.

6. Programme / Project Assurance & Oversight

● Support the HoP in conducting programme and project assurance (i.e. project / programme board meetings, etc.).

● Support the HPU and HoP on project audit activities, including planning, preparation, and coordination during audits and follow up on audit observations/recommendations.

● Support the HoP in managing escalated programme and project-level risks and issues, including drafting highlight and exception reports, memos and letters to third parties, personnel and partners.

● Assist the HoP in providing quality control for management outputs (e.g. project documents, reports, etc).

7. Capacity Development

● Develop and/or facilitate training and orientation packages for HPUs and other country-based personnel on financial management, procurement, human resource management, asset management, UNOPS tools and systems, etc.

● Develop/draft tools, systems, guidance to improve project development, management and closure, and to more broadly advance PSC's strategic portfolio and project management goals.

8. Knowledge Management and Innovation

● Continuously research, disseminate and apply fit-for-purpose standards and methodologies in project and programme support at UNOPS.

IV. Impact of Results

Through the use of best practices in portfolio, programme and project management standards and best practices, the Programme Support Specialist enables the achievement of project results by enabling the Head of Project Unit (HPU) to efficiently and effectively plan and manage projects and the Head of Programme (HoP) to oversee the projects. Success in this role contributes towards building the visibility and image of UNOPS as an effective service provider in project services and management and strengthens UNOPS' competitive position as a partner of choice in sustainable development and project services.

V. Competencies

Develops and implements sustainable business strategies and thinks long term and externally in order to positively shape the organisation. Anticipates and perceives the impact and implications of future decisions and activities on other parts of the organisation. (**Applicable only for levels ICS-10 and above**)

Treats all individuals with respect; responds sensitively to differences and encourages others to do the same. Upholds organisational 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 maximises 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.

VI. Recruitment Qualifications	
Education:	Advanced University Degree (Master or equivalent) with 5 years of relevant experience; or First-level university degree (Bachelor or equivalent) with 4 years of relevant experience.
Certification:	
Experience:	Relevant experience is defined as experience in portfolio management, programme management, project development, or project management

Language Requirements:	Fluency in English (Speaking, reading and writing) is required.
	Fluency in other UN official languages, particularly French, Arabic and Spanish, is desired.