

## **TERMS OF REFERENCE (Individual Contractor Agreement)**

**Title:** Senior Programme Officer  
**Project:** United Nations Human Settlement Program  
**Duty station:** Mexico DF, Mexico  
**Section/Unit:** UN HABITAT  
**Contract/Level:** P 5  
**Supervisor:** Elkin Velasquez Monsalve

### **1. General Background**

The United Nations Human Settlements Programme, UN-HABITAT, is the United Nations agency for human settlements. UN-HABITAT's operational activities focus on reducing urban poverty by improving the living environment, making local government more efficient and inclusive, and advocating for the rights of populations to participate in urban development. UN-HABITAT's activities contribute to the overall objective of the United Nations system to reduce poverty and promote sustainable development within the context and the challenges of a rapidly urbanizing world. UN-HABITAT is currently implementing over 201 programmes in 72 countries.

Its Regional Office for Latin America, the Caribbean is located in the city of Rio de Janeiro and provides administrative, and support services to the entire region through the Country Hubs.

### **2. Purpose and Scope of Assignment**

#### **Organizational Setting and Reporting Relationships:**

The position is located in organizational units throughout the Secretariat at both Headquarters and UN Offices away from Headquarters. The Senior Programme Officer typically reports to the head of a unit or Section. The focus of these jobs is to lead or direct implementation, monitoring and evaluation of programmes, operations, policy development and other activities in an assigned functional and geographical area.

**Responsibilities:** Within delegated authority, the Senior Programme Officer will be responsible for the following duties:

#### **General Expected Duties and Responsibilities:**

##### **1. UN-Habitat Liaison for New Urban Agenda in assigned countries**

- The Senior Programme Officer will participate actively in the UNCT country activities and UN common strategic planning through her/his active involvement in the UN Development Assistance Framework (UNDAF) in assigned countries.
- Activities would include, inter alia: provision of inputs to the CCA/CCF and Country Strategy Note, on Sustainable Urban Development including the Substantive Areas of Urban Planning and Design, Urban Economy, and Urban Legislation/Land & Governance.
- He/she will represent the Regional Director in specific activities related to UN-Habitat work plan, including activities in and from Mexico.
- Strengthen linkages and information flow between UN-Habitat and local partners and correspondents through liaison, networking and attendance at meetings.

- Serve as advisor for UN-Habitat in reference to implementation of the New Urban Agenda, UN-Habitat Global Campaigns and World Conferences related to UN-Habitat in assigned countries.
- Assist government and broad-based stakeholder platform in developing national campaigns including National and Regional Urban Forums and other related to the substantive thematic agenda of UN-Habitat in country.
- Provide liaison between UN Habitat teams, the National Committee for implementation of the HABITAT AGENDA, and the UN System in assigned countries.

## **2. Program Development**

- Lead formulation of Habitat Country Program Document (HCPD) and negotiation with National Government in assigned countries, in line with Regional Strategic Plan of UN-Habitat. Follow up and monitor implementation of the HCPD
- Articulate Programme Development strategy regarding the financial targets for project acquisition in the countries under responsibility defined together with Regional Director
- Together with the Program Development Regional Flex-Team, assist program identification and subsequent Project Formulation related to the New Urban Agenda.
- Advise on Project Initiation and Project Implementation; in accordance with the Project Based Management Policy of UN-Habitat and relevant internal administrative manuals.
- Be responsible for the complete cycle of Programme Development including the preparation of Concept Documents, Project Proposals, Full Project Documents in response of national and local demand of Technical Assistance for Sustainable Urban Development and related substantive areas defined;
- Provide technical support and leadership in areas of expertise to programs in the assigned country and other upon demand from Regional Director, related to New Urban Agenda Coordinate, support all UN-Habitat and associated missions on programme development and follow-up actions recommended or agreed with counterpart during the missions.

## **3. Advocacy and promotion**

- Support Global and Regional communication and advocacy strategy in the assigned countries
- Play a co-ordination role for urban sector, by liaising governments, counterparts, donors, civil society and programs active in urban sector.
- Disseminate information including the campaign materials, Habitat publications, and global commitments and decision on human settlement issues conjunction with the Information Office
- Senior Programme Officer will coordinate and provide information and materials for partners to organize the World Habitat and any other official event in country associated with the UN-Habitat Agenda.
- The Senior Programme Officer will be accountable to the Regional Director or whom he might appoint.

## **4. Other responsibilities**

- Takes the lead to develop, implement and evaluate assigned programmes/projects, etc.; directs subordinates in programme/project development, implementation, monitoring and assessment; directs review of relevant documents and reports; identifies priorities, problems and issues to be addressed and proposes corrective actions; liaises with relevant parties; identifies and initiates follow-up actions.
- Ensures implementation of gender mainstreaming guidelines by assessing the implications for men and women of any planned action, including legislation, policies or programmes, in all areas and at all levels.
- Directs research and programme evaluation and presents information gathered from diverse sources.

- Coordinates policy development; reviews the assessments of issues and trends, preparation of evaluations or research activities and studies,
- Undertakes survey initiatives; guides design of data collection instruments; reviews, analyzes and interprets responses, identifies problems/issues and prepares conclusions.
- Supervises preparation of various written outputs, e.g. background papers, analysis, substantial sections of reports and studies, inputs to publications, etc.
- Directs substantive support to consultative and other meetings, conferences, etc., to include proposing agenda topics, identifying participants, preparation of documents and presentations, etc.
- Manages outreach activities; designs and conducts training workshops, seminars, etc., makes presentations on assigned topics/activities.
- Leads field missions, including provision of guidance to external consultants, government officials and other parties and drafting mission summaries, etc.
- Coordinates activities related to budget and funding (programme/project preparation and submissions, progress reports, financial statements, etc.) and ensures preparation of related documents/reports (pledging, work programme, programme budget, etc.).
- Serves as an effective spokesperson and establishes collaboration and partnerships with key officials at all levels inside and outside the organization.
- Ensures effective utilization, supervision and development of staff; Guides, evaluates and mentors staff
- May perform other duties as required.

### **3. Monitoring and Progress Controls**

**Work implies frequent interaction with the following:**

- Counterparts
- Senior officers and technical staff in relevant Secretariat units and in UN funds
- Programmes and other UN specialized agencies.
- Representatives and officials in national governments, international organizations, consultants

#### **Results Expected:**

Develops, implements, monitors and evaluates assigned programme/projects in the assigned countries. Provides direction, sound, and innovative advice on a wide range of issues, including developing strategies for issues on a long-term and large-scale basis to ensure timely and cost-effective delivery of results that ensure the best interests of the organization, and/or client. Delivers thorough, well-reasoned contributions, e.g., policy recommendations, complex papers, analysis, substantive sections of reports and studies, publications, etc. Implements corrective action with respect to operational issues.

### **4. Qualifications and Experience**

#### **a. Education**

- Master's Degree or equivalent is required preferably in urban planning, economy, architecture, geography, planning, engineering, environmental, public and business administration or related fields.
- A first level university degree (Bachelor Degree) is required preferably in urban planning, economy, architecture, geography, planning, engineering, environmental, public and business administration or related fields, plus additional years of experience (+2) may be accepted in lieu of a Master university degree.

**b. Work Experience**

- A minimum of 10 years progressive international experience in implementation of human settlements and urban development programs. (12 years with a Bachelor).
- Experience within the United Nations or other international organization is highly desirable.
- Knowledge of UN-Habitat activities especially concerning the New Urban Agenda is an asset.

**c. Language**

- Fluency in Spanish is required.
- Fluency in English is required.

**c. Key Competencies**

- **Professionalism:** Ability to identify key strategic issues, opportunities and risks. Ability to generate and communicate broad and compelling organizational direction. Ability to communicate clearly links between the Organization's strategy and the work unit's goals. Demonstrated ability to provide innovative technical leadership by performing and/or overseeing the planning, development, and management of operation. Demonstrated ability to negotiate and apply good judgment. Shows pride in work and in achievements; demonstrates professional competence and mastery of subject matter; is conscientious and efficient in meeting commitments, observing deadlines and achieving results; is motivated by professional rather than personal concerns; shows persistence when faced with difficult problems or challenges; remains calm in stressful situations.
- **Communication:** Speaks and writes clearly and effectively; listens to others, correctly interprets messages from others and responds appropriately; asks questions to clarify, and exhibits interest in having two-way communication; tailors language, tone, style and format to match audience; demonstrates openness in sharing information and keeping people informed.
- **Teamwork:** Works collaboratively with colleagues to achieve organizational goals; solicits input by genuinely valuing others' ideas and expertise; is willing to learn from others; places team agenda before personal agenda; supports and acts in accordance with final group decision, even when such decisions may not entirely reflect own position; shares credit for team accomplishments and accepts joint responsibility for team shortcomings.
- **Planning& Organizing:** Develops clear goals that are consistent with agreed strategies; identifies priority activities and assignments; adjusts priorities as required; allocates appropriate amount of time and resources for completing work; foresees risks and allows for contingencies when planning; monitors and adjusts plans and actions as necessary; uses time efficiently.
- **Accountability:** Takes ownership of all responsibilities and honours commitments; delivers outputs for which one has responsibility within prescribed time, cost and quality standards; operates in compliance with organizational regulations and rules; supports subordinates, provides oversight and takes responsibility for delegated assignments; takes personal responsibility for his/her own shortcomings and those of the work unit, where applicable.
- **Creativity:** Actively seeks to improve programmes or services; offers new and different options to solve problems or meet client needs; promotes and persuades others to consider new ideas; takes calculated risks on new and unusual ideas; thinks "outside the box"; takes an interest in new ideas and new ways of doing things; is not bound by current thinking or traditional approaches.
- **Client Orientation:** Considers all those to whom services are provided to be "clients" and seeks to see things from clients' point of view; establishes and maintains productive partnerships with clients by gaining their trust and respect; identifies clients' needs and matches them to appropriate solutions; monitors ongoing developments inside and outside the clients' environment to keep informed and anticipate problems; keeps clients informed of progress or setbacks in projects; meets timeline for delivery of products or services to client.
- **Commitment to Continuous Learning:** Keeps abreast of new developments in own occupation/profession; actively seeks to develop oneself professionally and personally; contributes to the learning of colleagues and subordinates; shows willingness to learn from others; seeks feedback to learn and improve.

- **Technological Awareness:** Keeps abreast of available technology; understands applicability and limitation of technology to the work of the office; actively seeks to apply technology to appropriate tasks; shows willingness to learn new technology.

### Managerial Competencies

- **Leadership:** Serves as a role model that other people want to follow: empowers others to translate vision into results; is proactive in developing strategies to accomplish objectives; establishes and maintains relationships with a broad range of people to understand needs and gain support; anticipates and resolves conflicts by pursuing mutually agreeable solutions; drives for change and improvements; does not accept the status quo; shows the courage to take unpopular stands. Provides leadership and takes responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work; demonstrates knowledge of strategies and commitment to the goal of gender balance in staffing.
- **Vision:** Identifies strategic issues, opportunities and risks; clearly communicates links between the Organization's strategy and the work unit's goals; generates and communicates broad and compelling organizational direction, inspiring others to pursue that same direction; conveys enthusiasm about future possibilities.
- **Empowering Others:** Delegates responsibility, clarifies expectations, and gives staff autonomy in important areas of their work; encourages others to set challenging goals; holds others accountable for achieving results related to their area of responsibility; genuinely values all staff members' input and expertise; shows appreciation and rewards achievement and effort; involves others when making decisions that affect them.
- **Building Trust:** Provides an environment in which others can talk and act without fear of repercussion; manages in a deliberate and predictable way; operates with transparency; has no hidden agenda; places confidences in colleagues, staff members and clients; gives proper credit to theirs; follows through on agreed upon actions; treats sensitive or confidential information appropriately.
- **Managing Performance:** Delegates the appropriate responsibility, accountability and decision-making authority; makes sure that roles, responsibilities and reporting lines are clear to each staff member; accurately judges the amount of time and resources needed to accomplish a task and matches task to skills; monitors progress against milestones and deadlines; regularly discusses performance and provides feedback and coaching to staff; encourages risk-taking and supports creativity and initiative; actively supports the development and career aspirations of staff; appraises performance fairly.
- **Judgement/Decision-making:** Identifies the key issues in a complex situation, and comes to the heart of the problem quickly; gathers relevant information before making a decision; considers positive and negative impacts of decisions prior to making them; takes decisions with an eye to the impact on others and on the Organization; proposes a course of action or makes a recommendation based on all available information; checks assumptions against facts; determines the actions proposed will satisfy the expressed and underlying needs for the decision; makes tough decisions when necessary.

### Other

- Capacity to understand policy approaches and strategic plans for the implementation of human settlements and urban development programs, and flexibility in their implementation under changing circumstances.
- Knowledge of procedures related to technical cooperation, program/Project identification/formulation/appraisal/implementation and evaluation, and program management.



Develops and implements sustainable business strategies, thinks long term and externally in order to positively shape the organization. Anticipates and perceives the impact and implications of future decisions and activities on other parts of the organization.



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 behavior. 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.

Project Authority (Name/Title):		Contract holder (Name/Title):	
Signature	Date	Signature	Date