

**I. Post Information**

Post Title: **Multi Country Office Director**  
Supervisor: **Regional Director**

Approved Grade: ICS-12

**II. Organizational 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 organizations.

The Director represents UNOPS on behalf of the Regional Director. The Regional Director provides general direction and guidance and establishes the geographical scope of the Multi Country Office. The incumbent directs and manages all operations under the Multi Country Office - that includes liaison and engagement development activities and delivering timely and cost effective services for sustainable results by partners and stakeholders.

**III. Functions / Key Results Expected**

Summary of functions:

1. Multi Country Office leadership
2. Alliance building, networking and advocacy for business development
3. Service delivery and quality assurance
4. Representation and inter-agency coordination
5. Knowledge management and innovation

**1. Multi Country Office Leadership**

- Develop the Multi Country Office strategy, establish priorities and supervise the implementation of programmes and projects, managing the strategic and operational risks associated with the Multi Country Office portfolio of engagements.
- In collaboration with the team and partners, establish annual objectives and targets, performance measurements, standards and results expected to ensure timely and partner oriented services.
- Monitor implementation, oversee progress toward annual objectives and take decisions to ensure the delivery of results as planned.
- Plan and allocate resources (human, financial and administrative) to achieve goals and ensure financial sustainability in accordance with UNOPS standards of ethics, integrity and accountability framework.
- Operate within the defined limits of authority on matters of Finance, Procurement and Human Resources and subject to any limits or conditions that may be imposed as per delegated authority
- Promote teamwork, collaboration and diversity by providing the Country/Multi Country Office management team with clear direction, objectives and guidance to enable them to perform their duties responsibly, effectively and efficiently.
- Plan, recruit, manage and develop a flexible Multi Country Office workforce with the skills and competencies needed to ensure optimum performance, and ensure gender and geographical diversity.

<ul style="list-style-type: none"> <li>• Foster a positive work environment, respectful of both men and women, and ensure that the highest standards of conduct are observed.</li> <li>• Oversee, monitor and direct appropriate measures to maintain the safety and security of UNOPS personnel, assets, property and information within the respective area of responsibility.</li> <li>• In consultation with the UNOPS Chief of Security act as the UNOPS Security Focal Point (SFP) within the country of operation including participating actively in the Security Management Team (SMT) and perform duties on security as outlined in the Framework of Accountability in the UN Security Management System Policy manual.</li> </ul>
<p><b>2. Alliance building, networking and advocacy for business development</b></p> <ul style="list-style-type: none"> <li>• Keep abreast of and assess the needs of national governments and other UNOPS partners operating in the geographical coverage area, to identify and plan with them areas for leveraging UNOPS services/competencies in project service delivery and management that will facilitate their achievement of sustainable results.</li> <li>• Actively represent UNOPS' role and participation in UN common engagement tools.</li> <li>• Build and strengthen strategic partnerships in the geographical coverage area through active networking, advocacy and effective communication of UNOPS competencies in project service delivery and management to develop opportunities and engagements with new partners.</li> <li>• Keep Regional Director informed/advised on opportunities and/or challenges and risks to strengthen UNOPS capacity for programme management and business development in the geographical area.</li> </ul>
<p><b>3. Service delivery and quality assurance</b></p> <ul style="list-style-type: none"> <li>• Monitor and supervise the overall timely and cost-effective delivery of the Multi Country Office programme(s) according to partner expectations, approved budgets and full cost recovery.</li> <li>• Take overall responsibility for financial decisions, and exercise financial control, to ensure the fiscal health/sustainability of Multi Country Office programme(s), including compliance with financial report submissions.</li> <li>• Provide advice to the Regional Director, peers and Country Managers on opportunities, to further enhance UNOPS' sustainable contribution to the achievement of results in the geographical area.</li> <li>• Establish internal performance and quality control systems for the Multi Country Office, including tracking, monitoring and reporting on project delivery and financials.</li> <li>• Evaluate performance to measure efficacy and alignment of Multi Country Office with organizational/regional strategy and compliance with UNOPS standards of accuracy, transparency and accountability, and ensure that service delivery reinforces business development objectives.</li> </ul>
<p><b>4. Representation and inter-agency coordination</b></p> <ul style="list-style-type: none"> <li>• Represent UNOPS in relevant inter-agency and external meetings/bodies to promote the organization, influence policy discussion and identify potential areas for UNOPS partnership and engagement.</li> <li>• Represent UNOPS in the UN Country Team (UNCT), and supports the UNCT programming and advocacy activities.</li> <li>• Participate actively and effectively in UNCT meetings, and contributes to the formulation and implementation of United Nations Development Assistance Framework/One Programme, Integrated Strategic Framework, and Delivering as One within the country of the main office for the Multi Country Office.</li> <li>• Is accountable to the Resident Coordinator for actions as part of the UNCT, makes substantial contribution to UNCT's work, and assumes a leadership role as relates to UNOPS' mandate.</li> <li>• Participate in UNCT initiatives to strengthen UN coherence, inclusiveness, and aid effectiveness, including playing an active role in the Operations Management Teams (OMTs) and other senior management group of the country team.</li> </ul>

- Keep UN Resident Coordinator abreast of UNOPS activities within the country through regular communication, including a formal regular reporting on business acquisition and implementation of activities led by UNOPS as part of the UNDAF.

#### **5. Knowledge management and innovation**

- Lead the development and introduction of innovation to ensure UNOPS is continually incorporating best practices approaches in the delivery of project services.
- Ensure the dissemination and sharing of best practices and lessons learned for corporate development planning and knowledge building.
- Lead the planning, implementation and organization of capacity building of personnel, partners and stakeholders.
- Establish priorities, in consultation with the Regional Director, for targeted investments in growth and innovation and as a member of the UNOPS global management team, contribute to identification and implementation of innovation and continuous improvement in support of organizational excellence and world-class performance.
- Share knowledge with peers in other regional/country teams and corporate practice groups to ensure a corporate coordinated delivery of services and synergies.

### **IV. Impact of Results**

The effective and successful achievement of results by the incumbent directly impacts on the development and performance of the portfolio, visibility and image of the UNOPS as an effective service provider in project services and management and consequently strengthens its competitive position as a partner of choice in sustainable development and project services.

## V. Competencies



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. **(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 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.

## VI. Recruitment Qualifications

Education:	A Master's degree in a relevant field is required.
Experience:	A minimum of 10 years of experience that combines strategic and managerial leadership in international development,

	<p>business development, operations and/or program management in a large international and/or corporate organization.</p> <p>At least 3 years of senior leadership experience including supervising teams and managing budgets.</p> <p>Experience working in developing countries is desirable.</p> <p>Experience in hardship or post conflict environments is desirable.</p>
Language Requirements:	<p>Full working knowledge of English is essential.</p> <p>Knowledge of French and/or Spanish is a strong asset.</p> <p>Knowledge of another official UNOPS language is an asset.</p>

