

**I. Post Information**

Post Title: **COUNTRY MANAGER**  
Supervisor/ Grade: **Multi Country Office**  
**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 Project Office is responsible for managing strategic and operational risks associated with the Project Office's portfolio of engagements – as part of the Multi Country Office set up, developing and delivering cost effective services contributing to partners' sustainable results and achievements of UNOPS management results.

Country Managers at this level are expected to manage portfolios that are of moderate to high complexity from a stakeholder management, financial management, risk management, governance and resource management perspectives.

The Project/Country Office operates as an integral part of the Multi Country Office management structure. The Country Manager reports to the Multi Country Office Director who provides direction and guidance. The Country Manager role is responsible for planning, implementing, monitoring and supervising the delivery of all projects and support services in a given country- 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 key results:

1. Project Office programme/project management
2. Alliance building, networking and advocacy for business development
3. Service delivery and quality assurance
4. Representation and inter-agency partnership
5. Knowledge management and innovation

<p><b>1. Project Office programme/project management</b></p> <ul style="list-style-type: none"> <li>• Develop proposals and prepare project documents agreements in connection with identified opportunities and in cooperation/collaboration with partners.</li> <li>• Plan and propose to Multi Country Office Director required resources (human, financial and administrative) to achieve goals set for the Project Office.</li> <li>• Establish the strategies and implementation plans for the Project Office, in collaboration with the partners, set objectives, performance measurements, standards and results expected to ensure timely and partner oriented services.</li> <li>• Plan, recruit, manage and develop a flexible workforce with the skills and competencies needed to ensure optimum performance, and ensure gender and geographical diversity.</li> <li>• Promote teamwork, collaboration and diversity by providing timely guidance and supervision to the team to enable them to perform their duties responsibly, effectively and efficiently.</li> <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, assets, property, information and personnel 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 the relevant national government and other UNOPS partners operating in the country, to identify and plan with them (and the Multi Country Office Director) areas for leveraging UNOPS services/competencies in project service delivery and management that will facilitate their achievement of sustainable results.</li> <li>• Build and strengthen strategic partnerships 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 the Multi Country Office Director informed/advised on opportunities and/or challenges to strengthen UNOPS capacity for programme/project management and business development.</li> </ul>
<p><b>3. Service delivery and quality assurance</b></p> <ul style="list-style-type: none"> <li>• Establish and maintain appropriate arrangements for direct operational support for delivery of the Project Office programmes/projects, including leveraging regional or corporate support facilities whenever available.</li> <li>• Monitor and oversee programme/project implementation, review progress, assess constraints and take corrective action, ensuring early warning of risks to the Multi Country Office, for action and/or intervention.</li> <li>• Take responsibility for financial decisions/exercise financial control to ensure the fiscal health/sustainability of the Project Office, including submitting financial reports to the Multi Country Office Director.</li> </ul>
<p><b>4. Representation and inter-agency partnership</b></p> <ul style="list-style-type: none"> <li>• Participate, as delegated by the Multi Country Office Director, in inter-agency and external meetings/bodies to contribute to the harmonisation of policies, practices and approaches within the UN System, such as the implementation of the UNDAF/One Program, integrated Strategic Framework and 'Delivering as One'.</li> <li>• Participate in any UN country team meetings or interagency management groups to contribute to discussions and initiatives to strengthen coherence, inclusiveness, aid effectiveness and security measures.</li> <li>• Keep the UN Resident Coordinator informed of UNOPS activities within the country Office through regular communication and formal reporting on business acquisition and implementation of activities led by UNOPS as part of the UNDAF or equivalent.</li> </ul>

**5. Knowledge management and innovation**

- Contribute to the development and introduction of innovation to ensure UNOPS is continually incorporating best practice approaches.
- Contribute to the dissemination and sharing of best practices and lessons learned for corporate development planning and knowledge building.
- Plan, implement and organise strategic capacity building of personnel, partners and stakeholders.

**IV. Impact of Results**

The effective and successful achievement of results by the Country Manager directly impacts on the development and performance of the Project Office, the 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 in the country served.

## 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 progressively responsible experience in international development, business development, operations and/or programme management in a large international and/or corporate organization.

	Some experience in the UN system organizations and/or a developing country is desirable.
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>