

I. Post Information

Post Title: **HEAD OF PROGRAMME**

Post Number:

Organizational Unit: **Costa Rica Country Office**

Supervisor/ Grade: **Multi Country Office Director**

Source of Funding (*project/non-project*):

Current Grade:

Proposed Grade:

Approved Grade: ICS11 - IICA3

Post Classified by:

Classification Approved by:

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 Head of Programme supervises and provides oversight to the portfolio of projects in Costa Rica Country Office, which are mainly road infrastructure projects.

The Head of Programme reports directly to the Multi Country Office Director who provides direction and general supervision. The Head of Programme is responsible for programme development planning and preparation and for managing all stages of programming to achieve results in the area/s of responsibility. The role contributes to the development and implementation of strategies to enhance the competencies and position of UNOPS in sustainable project management and services to partners, stakeholders and UN system partners.

The Head of Programme at this level is expected to manage portfolios that are of low to moderate complexity from a stakeholder management, financial management, risk management, governance and resource management perspectives.

III. Functions / Key Results Expected

Summary of key results:

1. Programme governance, implementation and monitoring
2. Programme development and planning
3. Manage programme resources
4. Partnership networking and advocacy
5. Knowledge management and innovation

1. Programme governance, implementation and monitoring

- Accept responsibility for project portfolio oversight as delegated by the Multi Country Office Director and through the role of Project Executive on Project Boards.
- Establish and execute the programme implementation plans in collaboration with the team and partners, including setting objectives, performance measurements, standards and results expected to ensure timely and client-oriented services.
- Monitor and supervise the timely and cost-effective implementation of the programme according to UNOPS goals and partner expectations, approved budget and full cost recovery.
- Supervise the Programme Management Office (PMO) to ensure that project management policies, processes and methods are followed and practiced according to the UNOPS standards, best project management practices are promoted, and overall assurance of projects is provided.
- Mentor and assist Project Managers in planning, execution and delivery of allocated projects, ensuring incorporation of best practice project management processes.
- Facilitate timely and accurate project tracking, analysis of outputs, and reporting.
- Develop and implement the programme governance framework.

2. Programme development and planning

- Support the Multi Country Office Director in ensuring the financial sustainability of the programme and delivery of desired results, compliance with organisational strategies, rules, regulations and standards of performance.
- Submit mandated reports and critical issues to the Multi Country Office Director and clients, to drive future process improvement and business development planning.
- Analyse and keep abreast of political and development trends in the geographical area, to identify and propose to the Multi Country Office Director areas for UNOPS engagement and support based on priorities in the relevant geography, strategic areas of focus and comparative advantage.
- Manage and oversee the preparation of programme documents (including business cases/strategies, policy briefs, programme plans and risk assessments).
- Ensure the accurate and timely completion of programme/business recommendations for the review and approval of the Multi Country Office Director.
- Consult and collaborate with internal and external colleagues and partners to ensure linkages, consistency, and harmonisation of approaches and compliance with guidelines, framework and standards of accountability, integrity and performance.
- As the Gender Focal Point for the Country Office, ensure that the Gender Mainstreaming Action Plan is actioned and timely implemented, that the office has required gender mainstreaming capacity and knowledge, and that gender is mainstreamed into relevant projects, programs, and processes.

3. Manage programme resources

- Plan and propose to the Multi Country Office Director, required programme resources (human and financial).
- Submit revenue and expenditure forecasts based on UNOPS and Country Office financial goals.
- Determine pricing strategies based on UNOPS pricing policy and models to ensure an appropriate balance between revenue and development capacity within UN mandate and spirit.
- Manage programme resources in accordance with UNOPS standards of ethics, integrity and accountability framework and financial sustainability.
- Plan, recruit, manage and develop programme personnel/technical experts with the skills

<p>and competencies needed to ensure optimum performance and encouraging the formation of diverse teams in term of gender and geography.</p> <ul style="list-style-type: none"> • Promote teamwork, collaboration and diversity by providing the programme team with clear direction, objectives and guidance to enable them to perform their duties responsibly, effectively and efficiently. • Foster a positive work environment, respectful of both men and women, and ensure that the highest standards of conduct are observed. • Plan, conduct and/or respond to UNOPS performance evaluation reviews and surveys.
<p>4. Partnership, networking and advocacy</p> <ul style="list-style-type: none"> • Build and strengthen strategic partnerships through active networking, advocacy and effective communication of UNOPS competencies in project service delivery and management. • Support the business development function by identifying and developing new business and partnership/customer opportunities. • Collaborate with the Partnerships Manager to prepare proposals and partnerships engagement. • Contribute to current and future growth plans for the Country Office, ensuring alignment with the UNOP Strategic Plan. • Support Communication Specialists to develop communication strategies to maximise communication impact and outreach and build awareness of UNOPS goals and competencies to reinforce UNOPS competitive edge as a provider of sustainable projects results. • At the request of the Multi Country Office Director participate and/or represent the Country Office in inter-agency discussions and planning to ensure UNOPS position, interests and priorities are fully considered.
<p>5. Knowledge management and innovation</p> <ul style="list-style-type: none"> • Keep abreast of and incorporate latest/best practices, approaches and technology to enhance the programme delivery and results. • Institutionalise and share best practices and lessons learned for corporate development planning and knowledge building. • Draft policy papers and/or recommend policy changes to align operations with changing environment. • Lead the planning, implementation and organization of strategic capacity building of personnel, clients and stakeholders within the programme.

IV. Impact of Results

The effective and successful performance by the Head of Programme directly impacts on achievement of programme results and 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.

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 is required preferably in engineering, project management, public administration, social science or other relevant related field.
Certification:	PRINCE2® Foundation/Practitioner an asset, but required completion within first 6 months of onboarding. Programme/Project Management Professional (MSP® or PMI-PgMP/PMI-PMP) an asset.
Experience:	A minimum of 7 years of experience that combines strategic and managerial leadership in+ infrastructure projects in a large international and/or corporate organization. At least 3 years of leadership experience including supervising teams and managing budgets. Experience developing and maintaining relationships with public and/or private sector high-level partners and ability to handle complex negotiations with those partners is an asset. Some experience in UN system organizations preferably in a developing country is desirable. A combination of Bachelor's degree with an additional 2 years of relevant work experience may be accepted in lieu of the education requirements outlined above.
Language Requirements:	Full working knowledge of Spanish is essential. English level intermediate level is essential. Fluent level is an asset Knowledge of another official UNOPS language is an asset.

VII. Signatures- Post Description Certification		
Incumbent <i>(if applicable)</i> :		
Name:		
Title:	Signature:	Date:
Supervisor:		
Name:		
Title:	Signature:	Date:
Chief Division/Section:		
Name:		
Title:	Signature:	Date: