



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

Title: Project Management Support Officer (Reporting)  
Project: PharmaMX  
Duty Station: Mexico City, Mexico  
Section/Unit: LCR, MXPO  
Contract/Level: ICS8 - IICA1  
Duration: Ongoing  
Supervisor: Deputy Project Manager (IICA-3)

### **1. Background Information and 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. With over 6,000 personnel spread across 80 countries, UNOPS offers its partners the logistical, technical and management knowledge they need, where they need it. By implementing around 1,000 projects for our partners at any given time, UNOPS makes significant contributions to results on the ground, other in the most challenging environments.

In line with the framework agreement signed with the Government of Mexico, UNOPS supports the different collaboration initiatives by the government that are aimed at the fight against corruption and transparency in the public management; as well as in the exercises aimed at the strengthening government actions in the areas of acquisitions, infrastructure and management of high impact projects in Mexico.

UNOPS work in Mexico is aligned to the needs of partners which require strategic and operational perspectives, and effective and efficient management of resources to ensure transparency while promoting the continuous development and strengthening of internal processes to achieve high-quality results.

### **Specific Project Information (PharmaMX)**

The objective of the project is to support the Government of Mexico in its effort to guarantee the right to health to the largest number of inhabitants through the planning and



management of the consolidated purchase of medicines (period 2021-2024), as well as assistance in the profiling of the system and model of consolidated purchase of medicines for the health sector of the Government of Mexico. This project has 2 main components:

- COMPONENT 1 (Transparent Procurement of Pharmaceuticals) -Management of multi-year consolidated purchase of medicines and medical supplies (supply of needs during the period 2022-2024) for an estimated amount of US\$ 6 billion.
- COMPONENT 2 (Strengthening of national capacities) - Strengthening and capacity building to the consolidated purchase mode of medicines for the health sector of the Government of Mexico.

## **2. Functional responsibilities**

The Project Management Support Officer (PMSO) reports to the Deputy Project Manager and its primary role is to support the Senior Project Manager and the project management team with the effective application of project management policies, processes and systems, while identifying probable issues that may need attention, contributing in problem analysis and solution identification as necessary. The Project Management Support Officer also works in close collaboration with the PMO Specialist in the Mexico Country Office with regards to support the development of appropriate reporting formats and content to meet all reporting requirements of the project, adapting to different reporting target audiences (senior leadership, partner, project team, etc).

The PMSO directly impacts the achievement of project results by assisting the Deputy Project Manager to implement effective project, stakeholder management, communication and reporting practices, reducing risks and improving success rates. This consequently reinforces the visibility and image of UNOPS as an effective service provided in project services and management and strengthens its competitive position as a partner of choice in sustainable development and transparent procurement project services.

### Summary of functions:

- I. Project Reporting
- II. Project Delivery and Performance
- III. Stakeholder management, coordination, and liaison
- IV. Knowledge building and knowledge sharing

#### **I. Project Reporting**

- Provides substantive inputs in the analysis and preparation of and/or completion PharmaMX project reports and other support related documents to ensure compliance with UNOPS policies and contractual obligations.

- Follows the reporting schedule and reporting procedures to ensure timely development and quality submission of reports as required.
- Supports the PMO Specialist in the development of appropriate reporting formats and content to meet all reporting requirements of the project, adapting to different reporting target audiences (senior leadership, partner, project team, etc).
- Reviews relevant reports and information products produced by the project as needed.
- Produces high-quality reports to be distributed internally and externally (predominantly weekly, monthly, quarterly and ad-hoc reports) according to specified contractual obligations and project requirements.
- Supports the project team to produce and update information products such as charts and info-graphics specifically related to communication and reporting
- Understands, documents, and ensures the quality of data for accuracy, consistency, and comparability is available when needed.
- In collaboration with the PMO team, supports PharmaMX project team in analyzing and implementing improvements and efficiencies to reporting needs.

## **II. Project Delivery and Performance**

- Follow-ups on the successful implementation of the project stakeholder analysis and communication plans.
- Maintains thorough knowledge of the project, as well as a deep understanding of how that impacts internal and external stakeholders.
- Communicates the strategic objectives of the project when needed.
- Facilitates communications for project-related issues.
- Works with project teams to develop a greater understanding of the project and any communication and stakeholder issues that may arise.
- In coordination with the PMO unit, collects, analyzes, and utilizes data and feedback to identify opportunities to maintain a good relationship with the client.
- Proactively solves conflicts and addresses issues that could occur between relevant parties.
- Oversees the collection and filing of all reports produced within the Mexico Office, in accordance with the guidelines set by the PMO unit.

## **III. Stakeholder management, coordination, and liaison**

- Ensures that UNOPS is adequately engaged with all institutional arrangements at the country level, local leadership structure, and all advocacy issues are communicated as necessary.
- Supports the coordination and management of communications.

- In collaboration with the PMO in Mexico Country Office, liaises and builds relationships between UNOPS and the client to facilitate activities and improve the quality and relevance of information analysis.
- Participates in and organizes relevant meetings including but not limited to agenda, meeting minutes, etc.
- Coordinates resolution as per action-items assigned, drafting required correspondences to stakeholders concerned.
- Ensures effective communication with the Deputy Project Manager, Suppliers, Regional Office and/or other relevant stakeholders.

#### **IV. Knowledge building and knowledge sharing**

- Support the compilation of lessons learned as per defined reporting format
- Provide systematic information on lessons learned and good practices in project development and share them with relevant parties.
- Frequently brief and consult with the Deputy Project Manager to mitigate any risks associated with the project implementation.

Support in other duties as assigned.



## 4. Requirements

### A. Education

- o A Bachelor's Degree, preferably in Project Management, Business Administration, Accounting, Finance or any other relevant field is required.
- o A Master's Degree in the above-mentioned areas or related fields is considered a distinctive advantage and may substitute part of the required years of experience.

### B. Experience

- o A minimum of 2 years (or less, depending on the academic credentials) of relevant and progressive professional experience in Project Management with successful implementation and/or oversight of programmes and projects.
- o Experience analyzing complex data and effectively summarizing it and communicating the results.
- o Previous experience in the UN system or UNOPS is desired.
- o Experience in reporting to different audiences in large projects with numerous, multidisciplinary, and multicultural teams.

### C. Languages

- o Fluency in Spanish is required.
- o Fluency in written/read English is required. An intermediate level of oral English is required.

## 5. Competencies



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. 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 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.

## 6. Signatures



Incumbent		
Name	Signature	Date
Supervisor		
Name	Signature	Date