

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

**Title:** Support Service Senior Officer  
**Project:** LMDC  
**Duty station:** Guatemala City, Guatemala  
**Section/Unit:** Admin  
**Contract/Level:** ICS-9/LICA - 9/NO-B NO-B  
**Supervisor:** Country Manager  
**Technical Supervision:** Head of Support Services  
**Duration:**

### **1. Background Information - Job-Specific**

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. UNOPS supports partners to build a better future by providing services that increase the efficiency, effectiveness and sustainability of peace building, humanitarian and development projects. 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 Support Services Officer reports to the Country Manager and leads and guides the Support Services Team in the Guatemala Project Centre, fosters collaboration within the team as well as the client-oriented approach. The Support Services Officer works in close collaboration with a number of local internal stakeholders, relevant partners as well as colleagues in HQ - to successfully deliver operations services. The Support Services Officer acts as an advisor to Senior Management on all aspects of the office management and operations. This includes strategic financial and human resources management, efficient procurement and logistical services, ICT, transportation and vehicle management, administration and security, in accordance with UNOPS rules and regulations. The main purpose of the role is to ensure the right support is in place for current and upcoming projects, balancing operational and project priorities, whilst ensuring effective, efficient and consistent support service provision across the project portfolio and internally.

### **2. Functional Responsibilities**

- 1) Advisory and technical support**
- 2) Procurement support**
- 3) Financial management**
- 4) Human resources management**
- 5) Security Management**
- 6) Administrative and liaison support**
- 7) Information Technology Support**
- 8) Project Planning and Coordination Support**

**2.1 In support of senior management, he/she coordinates and advice to ensure operational effectiveness, focusing on achievement of the following tasks:**

- Effective implementation of corporate directives, guidelines and strategies, and establishment of relevant management targets, as well as monitoring of achievements/results in the field of support services and operations management;
- Provides support to UNOPS programmes regarding their operational arrangements, including financial guarantees, and innovative approaches to finance private and public sector projects, as well as risk assessment and mitigation;
- Support the Management and the Locally Managed Direct Costs budgets expenditures for the Guatemala Office in conjunction with Finance;
- Maintains oversight over UNOPS's financial position and financial projections, and escalates any exceptions and issues to senior management in a timely manner;
- Actively supports knowledge building and sharing to promote implementation of international best practices in management and operations;
- Coordinate and provide input on the creation and implementation of Standard Operating Procedures (SOPs) and workflows to review and improve operational processes and procedures;
- Builds staff capacity in operations and produces lessons learned to rectify future operational issues.

**2.2 Ensures effective and accurate financial resources management, and support the Finance Unit, focusing on achievement of the following tasks:**

- Provide support in the management of the Finance Unit and ensures compliance to UNOPS Financial Rules & Regulations and finance procedures, liaises with GTPC Finance, IPAS Finance and Finance Practice Group as required to resolve issues and challenges;
- Closely monitors and ensures that Guatemala Office POs are duly reviewed/closed quarterly by all GTPC OneUNOPS users, as applicable;
- Monitors status of management and LMDC budgets as well as project budgets, and ensure that budget revisions are done on time and in line with UNOPS procedures;
- Ensures that all relevant internal and control mechanisms in projects are duly established and implemented;
- Oversees the proper recording of all project and office assets in the Guatemala Office;
- Ensure coordination with GTPC Finance and ensure that Guatemala finance unit, all support staff/buyers/logisticians and oneUNOPS users, adhere to year-end reporting requirements and deadlines set by the UNOPS HQ.

**2.3 Ensures provision of efficient procurement, administration and logistics services, and Support the Procurement Unit, as well as work of the administration personnel, focusing on achievement of the following results:**

- Provide support in the management of procurement of the relevant office supplies in a quality and timely manner, as well as procurement activities to be undertaken in support of projects and programmes;
- Liaises with GTPC Procurement through HoSS, IPAS Procurement and Sustainable Procurement Practice Group as required to resolve issues and challenges;
- Support in reviewing the ITBs and RFQs before their finalization, and ITB/RFP bidding documents prior to launching tenders to ensure bidding documents are in compliance with UNOPS procurement procedures;
- Participate in bid opening events to ensure UNOPS procurement procedures are duly followed during events, monitors receipt of offers, late submissions, and submission of bank guarantees to the Finance Unit, for proper financial management;
- Reviews the Terms of Reference for vendors and consultants, ensure the evaluation and updates of the rosters for vendors and consultants based on performance;

- Review evaluation of proposals received, recommendations for contract awards, and participate in negotiations with successful bidders as and when required;
- Reviews and clears contract documents and agreements with partner institutions and UN agencies;
- Oversee the administration of contracts and agreements as well as processing of amendments, as required;
- Oversee and facilitate obtaining of visas, registration, travel permits and other relevant government documents for UNOPS staff and contractors through regular interaction with HAC and the Ministry of Foreign Affairs;
- Ensure provision of relevant transport services required by the office and projects, including management oversight for the office vehicle pool in line with UNOPS rules and procedures, such as implementation of a system to ensure that use and conditions of vehicles are recorded as appropriate;
- Supervises office security/administration personnel, and provision of facilities management services including maintenance and cleaning of office premises and space, and coordinates purchase of utilities such as electricity, water, phone and internet lines, fuel for vehicles and generators and security guards management.

**2.4 Ensures strategic human resources management, and support the HR team, focusing on achievement of the following results:**

- Provide support in the management of the HR Unit, and ensures compliance to procedures; liaises with GTPC HR, IPAS HR and People and Change Practice Group as required to resolve issues and challenges;
- Follow up the overall HR and talent management of UNOPS Guatemala office and projects, including but not limited to recruitment, orientation, training, performance management, and issue management of staff and consultants;
- Supports periodic market research on local salary scales, and other corporate reporting requirements;
- Provide support in the preparation of a learning plan for UNOPS personnel based on business needs and capacity issues;
- Contributes to staff capacity through training, coaching and mentoring on relevant HR and operations issues.

**2.5 Support the Head of Office in his/her capacity as Security Focal point for UNOPS in Guatemala for all security management related issues in Guatemala**

- Attend all UN security cell meetings on behalf of UNOPS and in coordination with UNDSS collect and disseminate the security advisories with all staff.
- Assist in coordination with UNDSS to conduct premises security assessments and ensure compliance with UNDSS guidance.
- Supports full implementation of the UN Minimum Operating Security Standards (MOSS) for duty stations with UNOPS presence, as well as creation and implementation of a Business Continuity Plan (BCP).
- Acts as the Air Safety Focal Point (ASFP) on safety for UNOPS in Guatemala
- Support ensuring all UNOPS Personnel in Guatemala on official duty travel must comply with the UNSMS policies requiring Security Clearances for travel using the Travel Request Information Process (TRIP) and Security Training. Support head of office to ensure all appointed PMS are well inducted in UNDSS security protocols and procedures

**2.6 On behalf of the Head of Office, contribute and participate in all relevant working groups within UNCT regarding common services, and works to make sure that all operational procedures and practices are in line with UN/UNOPS rules:**

- Responsible for ensuring the efficient and timely delivery of support services to UNOPS activities, including projects and programmes, including provision of common services through the UN Country Team and other partners;
- Participates in and contributes to the relevant UN Country Team activities, including but not limited to the Operations Management Team (OMT) and common operations/services meetings to enhance coordination and cooperation with other UN organizations;
- Organize and Coordinate the provision of support services to projects and programmes, including finance/admin, HR, procurement and logistics;
- Serves as an interface between projects and GTPC management on all administrative issues (including HR, admin, legal, security, finance and procurement);
- Ensures that UNOPS rules and procedures are duly applied in all support services and operations areas, supports the Head of Office and GTPC Head of Support Services with compliance issues, including following up on and implementing audit recommendations.

**2.7 Work towards improving the quality of information and communication services, and support the ICT services, focusing on achievement of the following tasks:**

- With the coordination to the Hub ICT unit the Support Service Officer monitors the ICT services provided and ensure compliance to procedures, in association with the Corporate Support Practice Group as needed;
- Ensure proper maintenance of server equipment, computers/laptops, and other ICT equipment owned by the office or projects;
- Makes sure that UNOPS units, personnel and projects are provided with the required ICT services and equipment to fulfil their duties and responsibilities in an effective manner;
- Perform other duties as required, including coordinating the review and upgrading of the UNOPS ICT infrastructure.

**2.8 Assists with effective project implementation and delivery, focusing on achievement of the following tasks:**

- Support the Head of Office and relevant units in the review of the operational aspects of proposed projects, including implementation plans, cost implications, and identifies milestones to ensure success;
- Support and Coordinate the Head of Office, Portfolio Managers, Project Managers, and Head of Support Services, with determining support services required for providing support to projects and activities and setting goals, targets and performance standard for projects;
- Reviews, monitors and evaluates the existing arrangements to improve service quality and cost-efficiency;
- Assists the project teams in the preparation of project budgets and revisions, as well as operational work plans and provides advice on the direct costs that should be included in various project budgets to cover office costs;
- Analyses project budgets and revisions, advises programmes and projects with regards to the deployment of funds, and issues such as project inception and closure;
- Negotiate with service providers in the framework of relevant office and project activities and report to the Head of Office;
- Provides substantive inputs for the preparation/finalization of documents for project engagement and acceptance, including project documents, detailed project budgets, deliverable

work plans (procurement and staffing), ToRs, MoUs or Letters of Agreement, Implementation Analysis Notes(IAN);Monitors donor fund contributions (committed and actual), receipt of funds, commitments and actual expenditures, update status, forecast and business acquisition;

- Aligns office procedures and systems to create a client-oriented culture in provision of operational support services.

### **3. Qualifications and Experience**

#### **Education:**

- Master's degree, preferably in Business Administration, Public Administration, Management or related field.
- Bachelor's degree and additional 2 years of relevant professional experience may be accepted in lieu of a master's degree.
- Technical's degree and additional 4 years of relevant professional experience may be accepted in lieu of a master's degree.

#### **Work Experience:**

- Minimum of 2 years of experience (or more depending on the educational background) with operations management or project support services are required.
- Strong background in finance, procurement, logistics or human resources management is highly desirable.
- Experience in UN rules and regulations, particularly relating to procurement, finance and security management, is a distinct advantage.
- PRINCE2 Foundation Certification and/or similar project management certification may be considered an advantage.

#### **Language Requirements:**

- Fluency in written and oral Spanish required.
- Working level (intermediate) of written/read English is required.

### **5. Key Competencies**

(Technical knowledge, skills, managerial competencies or other personal competencies relevant to the performance of the assignment. Clearly distinguish between required and desired 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. 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.

Please note that this is a local position so it is open only to nationals of Guatemala or candidates with work permission in Guatemala.

Contract holder (Name/Title):	
Signature	Date