

TERMS OF REFERENCE
(Individual Contractor Agreement)

Title: Project Management Support - Officer
Duty station: San Jose - Costa Rica
Contract/Level: IICA 1- ICS 8
Duration: Open ended,
Supervisor: Project Manager

1. Background Information

UNOPS supports the successful implementation of its partners' peacebuilding, humanitarian and development projects around the world. Our mission is to serve people in need by expanding the ability of the United Nations, governments and other partners to manage projects, infrastructure and procurement in a sustainable and efficient manner.

Working in some of the world's most challenging environments, our vision is to advance sustainable implementation practices, always satisfying or surpassing our partners' expectations. With over 7,000 personnel spread across 80 countries, UNOPS offers its partners the logistical, technical and management knowledge they need, wherever they need it.

A flexible structure and global reach means that we can quickly respond to our partners' needs, while offering the benefits of economies of scale.

UNOPS Costa Rica and the Government of Japan agreed to implement the project with funding provided by the Government of Japan to enhance the healthcare system of Costa Rica through the provision of medical equipment.

2. Functional Responsibilities

Under the overall guidance and direct supervision of the Project Manager, the Project Management Support Officer (PMSO) is responsible for supporting the execution of the project implementation plan.

Summary of functions:

- I. Project Implementation
- II. Financial and procurement management
- III. Project monitoring and reporting

IV. Stakeholder management, coordination and liaison

V. Knowledge management and innovation

I. Project implementation

- Preparation and maintenance of project files, including internal and external project reports.
- Coordinate information flows and oversee change controls, risk registers and issue management by establishing document control procedures
- Coordinate assigned delivery of work packages and take responsibility for progress.
- Coordinate and liaise with the Project Manager on the implementation progress.
- Identify and escalate to the Project Manager of any deviations from the plan and update plans.
- Work with the Project manager to identify and manage risks.

II. Financial and procurement management

- Maintain all supporting project financial documents for audit and review processes.
- Support the Project Manager to ensure accurate data entry into UNOPS ERP system (OneUNOPS) and OneUNOPS Projects – as appropriate.
- Monitor project budget and financial expenditure and all administrative procedures in line with the work-plan.
- Facilitating processing of direct payments and advance requests and preparing project budget revisions.
- Manage the preparation of financial reports; including developing financial monitoring and reporting formats as per UNOPS requirements.
- Monitor budgets, cash flow and reporting on expense obligations to ensure that deliverables are met.
- Conduct financial analysis to manage and calculate financial shortfalls and over-expenditures.
- Conduct budget revisions and initiate corrective actions when necessary.
- Coordinate vendor communications, meetings, and reports as necessary.

III. Stakeholder management, coordination and liaison

- Establish a solid working relationship with the project board (Executive, Senior Users and Senior Suppliers), client and key stakeholders.
- Supports the Project Manager in communication between the project and the Government of Japan.



- Manage communications with stakeholders and ensure stakeholders are aware of project activities, progress, exceptions and are in a position to accept handover products.
- Supports the Project Manager to advise the client on issues that may impact the achievement of their outcomes (including issues of sustainability and post project requirements such as maintenance).
- Coordinate the information flows between the Project Board/OC Director and the project(s).

IV. Knowledge management and innovation

- Actively seeks advice and coordinates donor engagement with the UNOPS Japan Partnerships Liaison Office.
- Support the compilation of lessons learned as per defined reporting format and the PMM.
- Actively contribute to building local capacities at every level and opportunity in Project Management Support.
- Contribute to the dissemination and sharing of best practices and lessons learned for planning and knowledge building.
- Contribute to expertise in tools and techniques.

Support in other duties as assigned.

3. Requirements

A. Education

- University degree (Bachelor's degree / first level) in Business Administration, Project Management, Operations Management, Economics, Logistics, International Relations or other relevant discipline is required.
- An advanced University degree (Master's degree) in Business Administration, Project Management, Operations Management, Economics, Logistics, International Relations or other relevant discipline is an asset and may substitute some years of required experience.

B. Experience

- A minimum of 4 years (or 2 in combination with an advanced University Degree) of

relevant and progressive professional experience, specifically in the field of Project Management or Project Management support, preferably with focus on planning, stakeholder management, monitoring and reporting is required.

- Demonstrated experience in preparing reports for donors and partners is an advantage.
- Experience in the delivery of procurement projects is considered an advantage.
- Previous experience working in Latin America is an advantage.

C. Languages

- An intermediate level of English is required.
- An intermediate level of Spanish is required.
- Full working knowledge of Japanese is an advantage.

D. Certification

- PRINCE2 Foundation or similar certification is an asset.

Key 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.

Project Authority (Name/Title):	Contract holder (Name/Title):
Signature _____ Date _____	Signature _____ Date _____