
TERMS OF REFERENCE (Individual Contractor Agreement)

Title: PROJECT MANAGER
Project: Saint Lucia Project Center
Duty station: Kingston, Jamaica
Section/Unit: LCR, PAOH – UNOPS
Contract/Level: International ICA, 3
Duration: 6 months, contract will be issued with a possibility for extension, based on performance and funds availability.
Supervisor: Geoffrey Wilson, Portfolio Manager

1. Background Information - UNOPS

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

2. General Background of Assignment

UNOPS office for the English and Dutch Speaking Caribbean is based in St Lucia and currently oversees several infrastructure projects (both implementation and technical assistance) in Belize, Jamaica, Dominica, St Lucia, St Vincent, Grenada, Trinidad and Curacao.

In Jamaica, there is a plan for the establishment of a UN House in an existing 4-story Conference Centre building located in Kingston designated by the government, to collocate most of the UN Agencies present in Jamaica. To accommodate the new activities, the building requires refurbishment to:

- ✓ Reduce operation costs
- ✓ Incorporate UN values into design. Including gender and climate sensitivity reviews (green concepts such as energy efficient ventilation and air conditioning system, lighting, etc. will be analysed and proposed in a phased approach).
- ✓ Foster interagency cooperation
- ✓ Provide a secure, effective and conducive work environment for employees
- ✓ Provide more opportunity for team work/collegiality
- ✓ Improve flexibility in space use
- ✓ Allocation of office space in rationalized, simplified and streamlined ways
- ✓ Realize organizational values of openness
- ✓ Maximal use of daylight and views
- ✓ Reduce wasted double circulation

UNOPS is to be engaged to manage the refurbishment project on behalf of the UN Agencies. The project will be carried out in two main phases, the first being feasibility/concept development, with a duration of 6 months, and the second being design/construction, estimated to take another year or two.

3. Background Information – Job specific

The Project Manager will be responsible for the day-to-day operations of the project and ensures that the project(s) produce(s) the required products within the specified tolerance of time, cost, quality, scope, risk and benefits. In this project, the Project Manager will also coordinate the production of the Architectural concept design in the first phase of the project. The Project Manager is responsible overall for the project producing a result capable of achieving the benefits defined in the Project Brief.

The project manager is responsible for all aspects of the project life cycle. S/he must be able to apply, with some degree of autonomy, the below duties and responsibilities of the project success criteria:

Stakeholder Management:

- Establish solid working relationship with the project board (Executive, Senior Users and Senior Suppliers), client and key stakeholders
- Manage communications and ensure stakeholders are aware of project activities, progress, exceptions and are in a position to accept handover products
- Advise the client on issues that may impact the achievement of their outcomes (including issues of sustainability and post project requirements such as maintenance)
- Manage the information flows between the Project Board/OC Director and the project(s)
- Securing commitment of project funding
- Propose governance structure for the implementation of the project including Government of Jamaica state agencies (different scenarios)
- Negotiation and signature of UN House MOU between UN and Government of Jamaica including cabinet approval of project budget

Concept Building Design

- Development of a common vision for the project and facility and agreement of preferred approach with stakeholders
- Development of concept design associated with equipment and functional plans, in agreement with obligations of Construction norms, the minimum standard requirements, good practices in design and the requirements and established parameters specified by the different user UN Agencies, including
 - sizing of spaces
 - environment, accessibility and analysis of user flows
 - ventilation and natural lighting
 - compatibility between spaces and equipment
 - materials and finishing works
- Prepare technical reports and coordinate with other disciplines
- Use of computer assisted software for the production of architectural plans and layouts
- Development of preliminary budget and timelines for the execution of the project
- Develop further the current business case with the analysis of current location of offices of UN agencies and compare with the UN House refurbishment project
- Capacity to coordinate work with other disciplines

Delivery and Performance:

- Develop and maintain project plans
- Implement approved project plans (including the establishment of milestones) within tolerances set by the project board
- Embed sustainability dimensions including social and gender inclusion, environmental and economic aspects into project life cycle.
- Manage the production of the required products, taking responsibility for overall progress and use of resources and initiating corrective action where necessary
- Liaise with any external suppliers or account managers
- Authorize Work Packages
- Advise the Project Board and OC Manager of any deviations from the plan
- Identify and manage risks so that maximum benefit to client and stakeholders is achieved
- Manage and review product quality and ensure products are accepted
- Monitor and evaluate performance of service providers
- Identify and report potential partnership opportunities for UNOPS to supervisor
- Identify and report threats to UNOPS internal business case to supervisor

Procedures:

- Follow the Project Management Cycle Instructions and ensure that all organizational policy is complied with (Organizational Directives and Administrative Instructions)
- Prepare/adapt the following plans for approval by the Project Board: I. Project Initiation Documentation; II. Stage/Exception Plans and relevant Product Descriptions
- Prepare the following reports:
 - Highlight Reports
 - End Stage Reports
 - Operational Closure Checklist
 - End Project Report
 - Handover Report
- Maintain the following: i. Electronic Blue File; ii. Procurement, HR and Finance files as required by those practices as per OD12.
- Ensure that all expenditure comply with UNOPS Financial Rules and Regulations (FRR).
- Manage budgets, cash flow and obligations to ensure that deliverables are met and payments to contractors and personnel are received on time.
- Understand and manage UNOPS overheads, allocable charges, and related corporate charges as they apply to the project
- Understand the unique structures of the UN and budget appropriately for personnel
- Manage and remain accountable for expenditures against the budget (based on accurate financial reports)
- Where the Project Manager has no delegation as a committing officer, s/he retains these responsibilities and will monitor and instruct/request others to carry out the relevant commitments and disbursements.

Knowledge Management:

- Participate in the relevant Communities of Practice
- Actively interact with other PMs and the PM community to share case studies, lessons learned and

best practice on the Knowledge System.

- Provide feedback to Practice Leads on policy, supporting guidance with an aim towards continuous improvement of UNOPS policies
- Complete lessons learned as per reporting format
- Incorporate lessons learned from others as per planning format

Personnel Management: if applicable

- Lead and motivate the project management team
- Ensure that behavioral expectations of team members are established
- Ensure that performance reviews are conducted
- Identify outstanding staff and bring them to the attention of the OC Director
- Have a thorough understanding of UNOPS personnel contract modalities (including ICA and Staff)
- Select, recruit and train team as required by project plans
- Perform the Team Manager role, unless appointed to another person(s)
- Perform Project Support role, unless appointed to another person or corporate/programme function
- Ensure safety and security for all personnel and comply with UNDSS standards

4. Monitoring and Progress Controls

Success of the project(s) and hence Project Manager will be based on the Success Criteria of UNOPS engagements which are linked to the above mentioned responsibilities

5. Qualifications and Experience

a. Education (Level and area of required and/or preferred education)

- Advanced University Degree (Masters) preferably in Civil Engineering, Architecture, or other relevant discipline.
- University Degree (Bachelors) preferably in Architecture, Civil Engineering or other relevant discipline may be accepted in lieu of the advance university degree.
- PRINCE2® Foundation is an asset
- Experience related to the health sector would be an asset.

b. Work Experience

- Between 7 and 9 years (or more based on academic credentials) of progressive experience in design and/or refurbishment of buildings, as well as supervision of building construction for private/public purposes.
- Experience in infrastructure project development and/or management.
- Experience with project reporting and stakeholder management and knowledge of the UN system is an advantage.
- Experience from developing countries is an advantage.

c. Language requirements

Fluency in English (read/write/speak)

d. 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. (for levels IICA-2, IICA-3, LICA Specialist- 10, LICA Specialist-11, NOC, NOD, P3, P4 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, 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.

e. Skills

- Project Management - Experience working in Infrastructure and Project Management
- Project Management – Project design
- Project Management - Project planning
- Project Management – Stakeholder Management
- Project Management - Reporting
- Project Management - Costing
- Infrastructure - Buildings - Business (Banks / Government / Social Services)
- Project Management – Project Development.

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