

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

**Title:** Project Management Support - Senior Assistant  
**Duty station:** Roseau, Dominica  
**Section/Unit:** St. Lucia, Project Center  
**Contract/Level:** LICA 5  
**Supervisor:** Project Manager, Sumathi Courtenay

### **1. General Background**

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.

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

The Project Management Support Assistant reports to the Project Manager who provides supervision and guidance. The role is responsible for supporting the Project Manager with the day-to-day support of the projects and coordinating their progress and documentation.

### **2. Purpose and Scope of Assignment**

(Concise and detailed description of activities, tasks and responsibilities to be undertaken, including expected travel, if applicable)

Summary of functions:

1. Project support
2. Administrative assistance and project documentation
3. Stakeholder coordination and documentation
4. Knowledge management and innovation

#### **1. Project support**

- Preparation and maintenance of project files, including internal and external project reports.
- Organize meeting and take minutes of project meetings
- Assist in preparing project reports, briefings, and presentation materials
- Contribute to the day-to-day project correspondence, information sharing and filing, ensuring that appropriate follow-up actions are taken
- Maintain records of project files and other supporting documents
- Assist in the scanning, copying of documents and maintain a proper filing system and document archives

#### **2. Administrative assistance and project documentation**

- Assist in monitoring project financials and advise the Project Manager(s) accordingly
- Assist in tracking expenditure and inform the Project Manager(s) to revise budgets when required (realignment and amendment)
- 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.
- ~~Alert the Project Manager or any financial shortfalls and over-expenditures.~~

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**3. Project monitoring and reporting**

- Assist the Project Manager in the preparation of project reports and documents; ensure compliance with contractual obligations and UNOPS policies, processes and procedures
  - Maintain records of project files and other supporting documents.
  - Support the Project Manager in maintaining the following:
    - i. Electronic Blue File,
    - ii. Procurement, HR and Finance files as required by UNOPS policies
  - Manage the compilation, consolidation and analysis of relevant data of the projects
  - 4. Stakeholder coordination and documentation
  - Support the coordination and management of communications
  - Participate in meetings with UN agencies, NGO's and other Stakeholders as required.
5. Knowledge management and innovation
- Support the compilation of lessons learned as per defined reporting format.

**3. Monitoring and Progress Controls**

The Project Management Support Assistant directly impacts on achievement of project results by assisting the Project Manager to adhere to project management methods and strategies, reduced risks, cut costs and improved quality and success rates. This consequently reinforces the visibility and image of 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.

**4. Qualifications and Experience**

(List the required education, work experience, expertise and competencies of the individual contractor. The listed education and experience should correspond with the level at which the contract is offered.)

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

- A minimum of Secondary School Diploma is required.
- A first level degree (Bachelor's or equivalent) preferably in Business Administration, Social Sciences, Development Studies or equivalent, or other related fields will be considered valuable and may replace some years of experience required.

**b. Work Experience**

- Minimum five (5) years of relevant administrative experience and/or project support position is required for the candidate with a secondary school education;
- Only one 1 year of relevant administrative experience and/or project support position is required for the candidate with a first level University Degree in Business Administration, Social Science, Development Studies or equivalent;
- Experience in MS Office Suites, especially Word, Excel and PPP is an asset.

**Language**

Fluent knowledge of English is required.  
Working knowledge of Spanish is desirable.

**c. 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

