



TERMS OF REFERENCE (Individual Contractor Agreement)

Title: Communications & Partnerships Specialist
Duty Station: Ciudad de Guatemala, Guatemala
Section/Unit: LCR,SVMCO,Guatemala
Contract/Level: ICS10 - IICA2 / LICA10 (mixed position locals and internationals may apply)
Duration: Ongoing
Supervisor: Principal Technical Advisor- Country Director.

1. Background Information and organizational context

The United Nations Office for Project Services (UNOPS) is a United Nations entity responsible for infrastructure, procurement and project management (General Assembly Resolution 65/176 of 2010). Our mission is to help people build better lives and countries achieve sustainable development. UNOPS is a service provider, a technical advisor and an implementer of projects to support our partners.

i) Sustainable Infrastructure: UNOPS designs, builds, repairs and maintains infrastructure in some of the most challenging environments in the world. Its activities are focused on the development of transportation, education and health infrastructure, among other areas.

ii) Public procurement: UNOPS is a central procurement resource for the United Nations system and governments. It emphasizes an efficient, transparent and sustainable delivery of goods and services.

iii) Project management: UNOPS manages more than a thousand humanitarian, development and peacebuilding projects per year for different partners, ensuring quality, effectiveness and results that meet the highest standards.

UNOPS work seeks environmental, social and economic sustainability, which contributes to the progress of equity and the common good of the countries in which it operates, thus promoting the improvement of the living conditions of the most needy people. UNOPS has a presence in 23 countries in Latin America and the Caribbean. Our services, products and technical assistance comply with the principles of the public administration of transparency, equity, integrity, free competition, impartiality, morality, effectiveness, efficiency and respect for national institutions.

In 1997, UNOPS began its operations in Guatemala in order to support the efforts prior to the signing of the peace agreement and subsequently, following that initiative, provided support to the | |Commission for Historical Clarification. Likewise, it has participated in boosting the local economy, by carrying out productive projects; In 2000, it focused on

providing assistance to the Government of Guatemala, offering advisory services, project implementation, and transactional services.

In the last 24 years, it has contributed in the following areas: culture, sports, recreation, justice, governance, health, education, tax collection, decentralization of services, environment, water and sanitation, institutional strengthening and infrastructure. Currently, the Guatemala office works mainly with the IGSS (Guatemalan Institute of Social Security), in two projects named AMEDIGSS and INFRAIGSS.

2. Functional responsibilities

Under the guidance and direct supervision of the Principal Technical Advisor- Country Director, and in coordination with the Regional Advisor on Partnerships and Project Managers; the Specialist on Communications & Partnerships will have the following key responsibilities:

- I. Strategic positioning of UNOPS in Guatemala;
- II. Management and implementation of strategic external communication in Guatemala;
- III. Development and follow up of strategic alliances (Partnerships) in Guatemala;
- IV. Team management; and
- V. Internal communication, knowledge management and gender mainstreaming in Guatemala

I. Strategic positioning of UNOPS in Guatemala

- In coordination with the Principal Technical Advisor- Country Director, the Regional Advisor on Partnerships and Project Managers: develop, implement and monitor the Communication and Partnerships Strategy for Guatemala, keeping aligned with the regional and global UNOPS priorities.
- Identify priority audiences and carry out a stakeholders' mapping and follow-up.
- Research of national trends or events that can influence UNOPS activities in Guatemala.
- Prepare high-level information, report and talking points for meetings of the Principal Technical Advisor- Country Director.
- Coordinate the team of communications and partnerships in Guatemala.
- Reinforce the preparation of reports, contribute to the monitoring of results and evaluation of the project and apply the lessons learned.
- Support the implementation of activities that have an impact at the regional and global levels, through a close coordination with UNOPS's regional office.
- Build and channel communication messages with proprietary stakeholders that allow the strategic positioning of the projects at the national and regional level.

II. Management and implementation of strategic external communication in Guatemala

- Act as the spokesperson of UNOPS in Guatemala when needed, ensuring that public announcements are made through the most appropriate channels to maximize their impact. Manage media relations and resolve inquiries from journalists for interviews, statements and others.
- Develop, monitor and implement protocols to prevent and manage potential reputational or media communications crisis situations, in coordination with the Country Director, the Regional Office and the Project Managers.
- Serve as liaison with the project's communications counterparts and coordinate the joint communication activities to be carried out between UNOPS, the project's national counterparts and the rest of the entities.
- Execute the project's digital strategy, including coordination between UNOPS, the projects' counterparts and other relevant stakeholders for the maintenance of website content, and social networks, reporting on the project's progress, its results and news related to their development.
- Coordinate the holding of conferences, workshops, seminars and / or other external communication activities.
- Perform other tasks that may be required for communications, public relations and dissemination of the activities in the country.

III. Development and follow up of strategic alliances (Partnerships) in Guatemala

- Support the Country Director and the Project Managers in the necessary management current and potential new strategic alliances (Partnerships) with national and international actors from various sectors.
- Carry out actions to strengthen and develop strategic alliances in line with the implementation of the UNOPS Strategic Plan for 2018-2021.
- Participate in the implementation of initiatives and tools to effectively address the development of Partnerships / alliances linked to innovative solutions, such as Fair Public Management and others.
- Strengthen efforts to increase the alliances and strategic positioning of the project with entities of the United Nations System, IFIs, international organizations, academia, private sector, among others.
- Put into force strategic actions to position the project at the national, regional and global levels within the framework of achieving the Sustainable Development Goals and the 2030 Agenda, and in line with the strategic messages established between UNOPS and its counterparts.

IV. Team Management

- Leads and oversees the work of the Communications and Partnerships Unit in Guatemala, which includes two Officers and one Assistant.
- Provides supervision, ensuring compliance with existing policies and good practices by members of the team, and in accordance with UNOPS standards of ethics, integrity and accountability framework and financial sustainability.
- Manages and develops the team with the skills and competencies needed to ensure optimum performance and encourage the formation of diverse teams.
- Promotes teamwork and collaboration by providing the project team with clear direction, objectives and guidance to enable them to perform their duties responsibly, effectively and efficiently.

- Fosters a positive work environment, respectful of both men and women, and ensures that the highest standards of conduct are observed.
- Plans, conducts and/or responds to UNOPS performance evaluation reviews and surveys.

V. Internal communication, knowledge management and gender mainstreaming in Guatemala

- Support the Country Director in keeping the UNOPS team and counterparts updated on information regarding the activities and projects of UNOPS in the country, as well as informing the regional office.
- Contribute to the dissemination and exchange of best practices and lessons learned.
- Participate in the Networks in LCR for Communications and Partnerships for regional joint activities.
- Enforce and promote the circulation of information within the project teams, the country office and the regional team, in order to create communities capable of strengthening the project's positioning in the country and the region.
- Support the development of gender, diversity and innovation communication initiatives that allow increasing the incorporation of the gender perspective in project actions.

3. Impact of results

The effective and successful achievement of results by the Specialist on Communications (Partnerships) directly affects the strategic positioning of UNOPS in Guatemala and the LAC region, in regards to communications & partnerships issues, impacting the perception of the organization and its results in strategic partners and general audiences. Timely and accountable communications and partnerships actions promote the image and credibility of UNOPS as an effective service provider in project services and management. This enhances UNOPS' competitive position as a partner of choice in sustainable development and project services in the given geographical area.

4. Requirements

A. Education

- o A Master Degree preferably in Communication, Journalism, Public Administration, Economics, International Development, Political Science, Communications or International Relations or related field.
- o A First University degree in combination with a minimum of seven (7) years' qualifying experience, may be accepted in lieu of the advanced university degree.

B. Experience

- o A minimum of seven (7) years of experience (depending on academic titles presented) developing communication strategies, public relations and / or strategic alliances.

- o Experience in public relations (or an equivalent related to Partnerships and partnership development) is required in the public, private or cooperative projects.
- o Personnel supervisory experience in communications is required.
- o Experience in communication for development and/or partnership and portfolio development is required.
- o Experience in communicating health issues will be positively valued.
- o Knowledge and experience with United Nations agencies, international cooperation and / or international organizations will be valued.
- o Experience in project management, capacity building and technical assistance will be an asset.
- o Work experience in Guatemala and/or in the media will be valued.

C. Languages

- o Fluency in Spanish and English (both written and oral) is required.

5. 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.



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