



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

**Title:** Project Management Support Officer (Reporting)  
**Duty station:** Yemen (Sana'a)  
**Section/Unit:** YIUSEP & YEHCP Projects  
**Contract:** Local ICA  
**Level:** LICA 8  
**Duration:** One year possibility of extension  
**Supervisor:** Programme Manager

**1. Background Information - UNOPS**

UNOPS is an operational arm of the United Nations, supporting the successful implementation of its partners' peacebuilding, humanitarian and development projects around the world. Our mission is to help people build better lives and countries achieve sustainable development.

UNOPS areas of expertise cover infrastructure, procurement, project management, financial management and human resources.

**Working with us**

UNOPS offers short- and long-term work opportunities in diverse and challenging environments across the globe. We are looking for creative, results-focused professionals with skills in a range of disciplines.

**Diversity**

With over 4,000 UNOPS personnel and approximately 7,000 personnel recruited on behalf of UNOPS partners spread across 80 countries, our workforce represents a wide range of nationalities and cultures. We promote a balanced, diverse workforce — a strength that helps us better understand and address our partners' needs, and continually strive to improve our gender balance through initiatives and policies that encourage recruitment of qualified female candidates.

**Work life harmonization**

UNOPS values its people and recognizes the importance of balancing professional and personal demands.

**UNOPS Hub in Amman**

The UNOPS Hub in Amman implements projects in Jordan, Lebanon, Iraq, Syria, Turkey, and Yemen, in partnership with bilateral donors, national governments, and other UN agencies. With an established presence across the region, the office runs operations including large-scale procurement, project development, and technical management, and provides financial, human resources, and infrastructure-related services. The functional objective of UNOPS Hub in Amman is to deliver its projects in an efficient and effective manner and in line with the principles, rules and regulations of UNOPS, in order to support the response to the current needs and national priorities in the region.

The incumbent is responsible to abide by security policies, administrative instructions, plans and procedures



of the UN Security Management System and that of UNOPS.

UNOPS is committed to achieving a fully diverse workforce.

### **General Background of Projects**

The ongoing conflict in Yemen has caused significant disruptions to the supply chain and to the overall availability of services. In light of the reduced or even absent provision of public services, communities have adopted various coping strategies, including using alternate water and energy sources, relying on alternate service providers and community-based service delivery initiatives to address the shortfall.

Physical damage to infrastructure and the lack of functionality in one sector often spills over into other sectors with significant consequences on both the access to, and quality of services, that are often interrelated. For example, in some cities, the lack of functionality in the water sector is tied most directly to the lack of electricity rather than to physical damage to water infrastructure. As a result, wastewater continues to overflow into streets, which in turn has significant implications for the health and transport sectors. Similarly, the absence of electricity across many cities in Yemen is not solely tied to infrastructure damage of energy facilities but rather to the lack of fuel, amongst others due to severe transport limitations and access constraints. These cross-sectoral linkages demonstrate the need for an integrated, multi-sectoral approach that provides synergies and responds to the multi-faceted needs on the ground.

### **Project Information**

**The Yemen Integrated Urban Services Emergency Project (YIUSEP)** is a World Bank-funded project that seeks to restore access to critical urban services and strengthen resilience to shocks in selected cities within the Republic of Yemen.

The project is structured around the following three components:

Component 1: Service Restoration

Sub-Component 1.1: Tertiary Municipal Services and Solid Waste Management

Sub-Component 1.2: Urban Water and Sanitation

Sub-Component 1.3: Urban Roads

Sub-Component 1.4: Energy for Critical Services

Component 2: Implementation Support and Capacity Development

**The Yemen Emergency Human Capital Project** is a World Bank-funded project that will contribute to efforts by the international community to maintain and enhance health and nutrition services in line with Yemen's Minimum Service Package (MSP) and respond to health and nutrition crises, and contribute to the



provision of safe water and improving the water and sanitation system capacity. The project will target the whole country, with some interventions focused on specific governorates or districts as per the priorities and needs, The project is structured around the following three components:

**Component 1.** Improving Access to Healthcare, Nutrition, and Public Health Services (Implemented by UNICEF and WHO)

**Component 2.** Improving Access to Water Supply and Sanitation (WSS) and Strengthening Local Systems (Implemented by UNOPS)

**Component 3.** Project Support, Management, Evaluation and Administration (Implemented by UNICEF, WHO, and UNOPS)

## 2. Functional responsibilities

The Project Management Support Officer will work under direct supervision of the Programme Manager ensuring smooth coordination between the Technical Assistance Team and the Project Team. He/she will be responsible for keeping track of activities, procurement requests, Reporting as well as managing the day-to-day ad hoc concerns that may arise. He/she is expected to support in ensuring internal UNOPS assurance procedures and compliances

### Summary of functions:

1. Project Implementation
2. Financial and procurement management
3. Project monitoring and reporting (Delivery and Performance):
4. Stakeholder management, coordination and liaison
5. Knowledge management and innovation

### 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 Programme Manager on the implementation progress.
- Identify and escalate to the Programme Manager of any deviations from the plan and update plans.
- Work with the Programme manager to identify and manage risks.
- Maintain and update implementation plans
- Identify continuous improvement and lessons learned

## 2. Financial and procurement management

- Maintain all supporting project financial documents for audit and review processes.



- Support the Programme 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 prepare 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

### 3. Project monitoring and reporting (Delivery and Performance):

- Support implementation of approved project plans (including the establishment of milestones) under the guidance of the Programme Manager.
- Provide substantive inputs for the development of project strategies and schedules and manage work packages.
- Managing information flow by keeping, circulating and archiving detailed project notes and records.
- Support the - Programme Manager in maintaining the following:
  - Electronic Blue File,
  - Procurement, HR and Finance files as required by UNOPS policies
- Maintain the following records: Quality Register, Configuration Item Records and all other registers/logs delegated by the - Programme Manager
- Supervise, monitor and evaluate performance of service providers delivering to project priorities.
- Work with projects to establish a reporting schedule, and ensure its regularly updated, monitored, and compliance ensured for all projects and units under the hub.
- Ensure all internal and external reports for the projects are completed and submitted on time as per the reporting schedules and templates. This includes:
  - The completion and submission of progress and monthly highlight, quarterly, and bi-annual reports in coordination with the project team, the Programme and Partnership teams;
  - Ensure timely and quality submission of reports as identified in the project agreement as per the agreed template, through coordinating inputs and drafting reports related to project activities;
  - Ensuring all external reports are reviewed by the Project Management Office in MR, AMMMCO, Amman before submission
  - Coordinating responses to the feedback and questions received from the donors after reports are submitted
  - Act as a focal point for the collection, analysis and dissemination of data/information



- o relevant to verification, monitoring and inspection activities in coordination with the project team;
- o Gather and prepare lessons learnt, including gender related lessons learnt, and hand over documentation;
- o Set-up and maintain a beneficiary database and project dashboard, and compile GIS mapping data.
- Provide communications and administrative support to projects in preparation of formal Project Board meetings, including helping project personnel in production of effective PowerPoint presentations as requested.
- Provide content quality assurance, thorough editing, and data verification of all information products produced under the projects.
- Facilitate development of information flow and file maintenance procedures to achieve maximum clarity and efficiently in information access and use among all eligible stakeholders.
- Manage and monitor the content and quality of all data collected from UNOPS Collect on HSSE and coordinate with field teams.
- In close collaboration with internal stakeholders, ensure effective follow up on project logical frameworks (or equivalent information thereof) and make sure these are used as the basis for objective and effective reporting to clients and donors.
- In coordination with internal stakeholders, provide analytical and administrative support by contributing to building effective relationships with clients and donors on a continuous basis, attending meetings, drafting minutes, contributing to new project proposals with compilation of relevant lessons learnt, interfaces with other engagements (operational, legal or other), and analysis of relevant information.
- Assist project and relevant programmatic personnel in drafting communication strategies and plans when required.
- Coordinate with the communications officer and relevant internal stakeholders to assure proper visibility of projects in the media, through print and electronic publications, videos, and other means of communications to enhance the country's public profile and effectively communicate project achievements.
- For project closure purposes, work in close coordination with the programme personnel to ensure comprehensive closure reporting is completed throughout the closure process.
- Identify and anticipate in a timely manner any potential issues which may impact adversely organization's reputation as a service provider of choice, and alert relevant personnel to ensure



mitigation.

- Contribute to stakeholder mapping and analysis and to the development and maintenance of stakeholder profiles for UNOPS engagements in close coordination with the Programme manager and programmatic personnel ensuring synergies and alignment.
- Contribute to programme's risks and issues register and lessons log, on the matters of reporting, communication and stakeholder engagement.
- In collaboration with programmatic personnel, contribute to the development of management information systems, project problem tree analysis, capturing interdependencies among projects, tracking related benefits and indicators.
- Conduct project site visits as needed

### **3. 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 Programme Manager in communication between the project and the donor.
- 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 Programme 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)

### **4. Knowledge management and innovation**

- Encourage routine and effective capacity building activities are conducted in order to build the long term and sustainable capacity of staff.
- Actively interact with other Programme Managers and the wider PM community to share case studies, lessons learned and best practices
- Contribute to the oversight of lessons learned procedures, ensuring that lessons learnt are shared in a timely and appropriate manner.
- Participate in the relevant Communities of Practice
- Research and logging of lessons learned throughout the project life span.
- Provide feedback to Practice Groups on policy, supporting guidance with an aim towards continuous improvement of UNOPS policies

### **5. Qualifications and Experience**

#### **a. Education**



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- Bachelor's Degree preferably in Public Administration, Business Administration, communications, International Relations, literacy, linguistics or other relevant discipline is required.
- Master's Degree preferably in Public Administration, Business Administration, communications, International Relations, literacy, linguistics or other relevant discipline will be an asset.

#### **b. Work Experience**

- A minimum of two (2) years relevant and progressive professional experience, specifically in the field of Project/Programme Management, and or Operations Management with focus on monitoring, reporting, development and coordination is required.
- Experience in collecting and processing data to produce high level statistics and charts is an asset;
- Experience and demonstrated skills in generating and compiling high quality reports is an added advantage.
- Ability to draft research, analysis, and reports documents for diverse audiences is required.
- A proven track record with at least 2 years experience in coordination is an asset.
- Experience in the use of Google Suite applications as well as experience in handling web-based management systems is desirable.
- Experience and proven knowledge of UNOPS/UN rules and regulations in HR Management, Procurement, Finance and Administration is an asset.
- Relevant experience working in developing/post-conflict countries is an asset.

#### **c. Languages**

- Fluency in both English and Arabic is required

#### **Key Competences:**

- Demonstrates integrity by modeling the UN's values and ethical standards.
- High degree of personal initiative and willingness to accept wide responsibilities and new work assignments.
- Demonstrated planning and organizational skills and ability to coordinate with various support service units, work on tight deadlines, and handle multiple concurrent activities.
- Excellent interpersonal skills, ability to establish and maintain effective working relationships in a multicultural, multi-ethnic environment with sensitivity and respect for diversity.
- Excellent communication skills (spoken, written and presentational), including ability to present sensitive issues/positions and to write reports and technical decisions quantitatively justified.
- Good analytical skills; resourcefulness, initiative, maturity of judgment.
- Self-motivated, versatile and adaptable to different cultures and people.
- Keeps abreast of new developments in the area of professional discipline and job knowledge.

#### **d. 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.