

I. Post Information

Post Title: **Senior Project Manager**
 Project Category: **2** Project Focus: **Advisory and Implementation**
 Project Area: **Procurement**
 Organizational Unit: GTCO
 Supervisor/ Grade: Head of Programme FT/P4
 Source of Funding (*project/non-project*): TBD

Proposed Grade: / **ICS11**
 Classified by: **Generic ToR**
 Classification Approved by: IPAS HR

II. Organizational Context
About UNOPS:

The United Nations Office for Project Services (UNOPS) is an operational arm of the United Nations, mandated as a central resource to support the successful implementation of peacebuilding, humanitarian, and development projects worldwide. UNOPS has articulated three contribution goals that govern and guide its contribution to partners' operational results and their achievement of development results, integrating and balancing social, environmental and economic dimensions: (i) sustainable project management; (ii) sustainable infrastructure; and (iii) sustainable procurement.

With a global presence of over 6,000 personnel in 80 countries, UNOPS offers partners logistical, technical, and management expertise tailored to their needs. Currently implementing around 1,000 projects concurrently, UNOPS significantly contributes to on-the-ground results, even in challenging environments.

UNOPS is committed to promoting Fair and Equitable Public Management (GPJE) to ensure the effective and efficient use of public resources. This commitment involves driving excellence in public service, enhancing citizen participation, and integrating perspectives of equality and inclusion. The goal is to invest public resources in the most sustainable and beneficial way for the population, fostering integrity, transparency, and accountability. Within its mandate, UNOPS collaborates closely with partners to leverage the unique opportunities provided by public procurement. Recognizing public spending as a catalyst for change and development, UNOPS actively promotes GPJE by creating transparent, sustainable, and resilient procurement models. These models strengthen supply chains, consolidate institutions, and contribute to achieving sustainable and inclusive development.

Furthermore, UNOPS emphasizes the diversification of supply chains to enhance resilience and create new opportunities for businesses owned by women, youth, people with disabilities, and ethnic minorities. This approach not only strengthens supply chains but also fosters inclusive economic growth. Diversifying supply chains not only makes them more resilient to challenges, but also opens up new opportunities for businesses owned by women, youth, people with disabilities and ethnic minorities to flourish.

Local Context

Since 1997, UNOPS began its operations in Guatemala in order to support the efforts prior to the signing of the peace agreement and later, following that initiative, it provided support to the Commission for Historical Clarification. Likewise, it has participated in boosting the local

economy, through the implementation of productive projects; and since 2000, it has focused on providing assistance to the Government of Guatemala, offering advisory services, project implementation and transactional services.

In 2024, Guatemala is facing a government transition, with the new government plan focusing on social development and improvements in living conditions through public services with a rights-based approach. Guatemala, as a family duty-station, offers a unique fusion of professional opportunities, access to health and educational facilities, cultural immersion, and a high quality of life, making it an appealing choice for seasoned professionals looking to make relevant contributions in a dynamic and inspiring place.

Project Information: The overarching goal of the project is to contribute to the Guatemalan government in the actions aimed at achieving Goal 3.8 of Sustainable Development Goal 3 “Health and well-being”, which establishes that, by 2030, universal health coverage must be “achieved, including protection against financial risks, access to quality essential health services and access to safe, effective, affordable and quality medicines and vaccines for all.” This will be possible through timely, efficient and quality mechanisms as an alternative to guarantee the supply of medicines and other medical devices within the framework of fair and equitable public management. This initiative addresses systemic challenges in Guatemala's healthcare system, such as elevated medication prices, insufficient financing, inadequate demand estimation, and a fragmented procurement system resulting in high administrative transaction costs. Through close collaboration with MSPAS and other stakeholders, the project seeks to systematically address these challenges and improve healthcare accessibility for the Guatemalan population.

With a specific focus on the Ministry of Health and Social Assistance of Guatemala (MSPAS), the project aims to collaborate with the enhancement of the various mechanisms of access to medicines, medical equipment, and supplies by implementing alternative procurement channels following the best practices in public acquisitions and strengthening institutional capabilities. Actions will be implemented to enhance access to medications and public pharmacies through a direct procurement mechanism and a state medicine acquisition system, aiming for affordable prices.

In parallel, to support the strategy of the Government Plan 2024-2028 with the implementation of institutional strengthening efforts leading to the adoption of a management model for the acquisition of medicines and other health supplies, that allows the transition towards the modernization of the country's medicine acquisition system.

The Role:

Under the supervision of the Head of Programme and in close collaboration with the office's Senior Management team, Senior Project manager, located in Guatemala City, is responsible for the high-level stakeholders' engagement and the day-to-day operations of the project(s). He/she provides services to the different donors, partners, and beneficiaries and will be supervising a diverse team of professionals, including technical coordinators, senior experts covering procurement, contract management, supply chain, health sector advisors, communication, diversity and inclusion, and other technical experts.

Senior Project Manager acts on behalf of the Project Board to manage the project on an ongoing basis during the Implementation Stage to ensure that the project outputs are delivered within the specified project tolerances of time, cost, quality, scope, risk, and benefits. Therefore, is responsible for creating the Implementation Plan, using the Project Initiation Document (PID), Legal Agreement and having a thorough understanding of the terms, conditions, and the respective roles and responsibilities of the partners/stakeholders, to ensure the project(s) outputs are capable of meeting the business cases for both UNOPS and the partner(s).

He/she is expected to meet the organization's performance and delivery goals as well as stakeholder satisfaction. Success of the project(s) and hence of the Senior Project Manager will be based on the defined Success Criteria.

III. Functions / Key Results Expected

Summary of functions:

1. Project Delivery and Performance
2. Procedures
3. Monitoring and reporting
4. Stakeholder engagement
5. Quality assurance
6. Knowledge management and innovation
7. Personnel management

1. Project Delivery and Performance

- Develop, complete and update implementation plan(s) Implement the approved plan (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 span.
- Manage the production of the required outputs, taking responsibility for overall progress and use of resources and initiating corrective action where necessary.
- Ensure that quality of work packages and deliverables complies with the quality requirements defined in the Implementation Plan.
- Liaise with external suppliers, Government and other relevant stakeholders
- Manage acceptance and delivery of work packages
- Monitor project progress ensuring that work packages are being executed properly
- Control project and work packages changes
- Accept goods, services or works delivered by suppliers. Lead contract management duties including supplier performance evaluation.
- Identify, and anticipate in a timely manner, potential risks and issues and advises mitigating measures to senior management/ Project Board so that maximum benefit to partner(s) and other stakeholders is achieved
- Identify and report to the supervisor potential business opportunities for UNOPS

2. Procedures

- Comply with all organizational policy and specifically the Project Management Manual and local PMO Guidelines.
- Prepare/adapt all relevant plans for approval by the Project Board.
- Manage the reporting obligations defined in the Legal Agreement(s) and in the Implementation Plan
- Draft the requirements definitions for procurement processes. Approving requisitions and requests for non-purchase order payments; Evaluating submissions received, if appointed to the evaluation team. Ensure maintenance of the project files and lessons learned are recorded
- Ensure the development and implementation of project financial management guidelines and control mechanisms, in conformity with UNOPS rules and regulations.
- 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 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.
- For project closure purposes, provide a formal handover of the project to the closure manager
- Support project audit activities, including planning, preparation and coordination during the audits and follow up on audit observations/recommendations

3. Monitoring and reporting

- Prepare and issue regular project and/or financial reports in accordance with Partner and UNOPS requirements for reporting.
- Regularly review project status, evaluating performance criteria (scope, cost, schedule and quality).
- Maintain diaries and progress reports as required by the organization's standard procedures.
- Provide routine oversight and analysis of delivery data within the dashboard system.
- Ensure all project team members track and regularly update milestones and targets for the duration of projects' life span

4. Stakeholder engagement

- Develop stakeholder profiles and facilitate the formulation of stakeholder engagement strategies
- Establish solid working relationships with the Project Board (Executive, Senior Users and Senior Suppliers), client and key stakeholders
- Enable the formulation of project communications plans. Coordinate internal project communications. Monitor the effectiveness of project communications
- Coordinate stakeholder engagement and communication, ensuring effective timing and interdependency management of communications. Ensure stakeholders are aware of project activities, progress, exceptions and are in a position to accept handover outputs

5. Quality assurance

- Work with internal stakeholders to ensure projects comply with audit requirements
- Work with procurement/purchasing staff to ensure effective interface with suppliers' quality systems
- Work with the Program team and the PMO to coordinate quality reviews of project documents and deliverables and to implement proactive and corrective actions as needed
- Provide quality control for management outputs (project documents, reports, etc.)

6. 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 Project 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

7. Personnel Management

- Lead and motivate the project management team
- Ensure that behavioral expectations of team members are established
- Ensure that performance reviews are conducted fairly, accurately and timely
- Select, recruit and train a team as required and take into account gender parity and diversity objectives.
- Ensure safety and security for all project personnel and comply with UNDSS standards
- Create, foster and role model a culture of respect and zero tolerance for discrimination, abuse of authority, harassment, sexual harassment and sexual exploitation and abuse. Ensure accountability for actions and perform duties in accordance with protection mechanisms and action plans, as expected by UNOPS policies, standards and commitments.

IV. Impact of Results

Senior Project Manager directly impacts on achievement of project results by adhering to project management methods and strategies, reducing risks, cutting costs and improving 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.

V. 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. 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 one's 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 its 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.

VI. Recruitment Qualifications -	
Education:	Advanced University Degree (equivalent to a Master or PhD Degree) preferably in Public Health, Public Procurement, Business, Economics, Supply Chain, Project Management, or other relevant discipline related to the nature of the project. The master's degree may be replaced by professional studies in the mentioned areas preferably (equivalent to a "Bachelor's degree") and two additional years of relevant experience.
Certification:	*Certification in Project Management PRINCE2, PMI, etc.) is an asset.

Experience:	<p>Is required:</p> <ul style="list-style-type: none"> • A minimum of 7 to 9 years experience (depending on the academic degrees) in implementing complex projects/programmes with governments and /or international organizations in Latin American or Caribbean countries. • Solid procurement experience with exposure to public procurement processes managing multiple stakeholders. • Proven track record of successfully creating and implementing plans and projects and quality assurance methodologies. <p>Is an asset:</p> <ul style="list-style-type: none"> • Have relevant experience in supervision, coordination or direction of projects in the public health sector (procurement, supply chain, advisory) • Proven experience in risk management. • Experience working and managing multicultural teams • Previous experience working with UN System and / or International cooperation organizations. .
Language Requirements:	<ul style="list-style-type: none"> • Fluency in Spanish and Intermediate level of English is required

VII. Signatures- Post Description Certification		
Incumbent <i>(if applicable)</i> :		
Name:		
Title:	Signature:	Date:
Supervisor:		
Name:		
Title:	Signature:	Date:
Chief Division/Section:		
Name:		
Title:	Signature:	Date: