

I. Post Information

Post Title: DIRECTOR Costa Rica	Current Grade: P5
Post Number: P84451	Proposed Grade:
Organizational Unit: PAMCO Costa Rica	Approved Grade: ICS-12
Supervisor: Multi-Country Office Director, P5	Post Classified by:
Source of Funding (<i>project/non-project</i>):	Classification Approved by: Standard JP

II. Organizational Context

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. 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.

Country Office Background

The Country Office Costa Rica Director is responsible for developing, delivering, and managing the portfolio of engagements and cost effective services contributing to partners' sustainable results and achievements of UNOPS management results. The Country Office Costa Rica Director also manages the operational risks associated with its portfolio of engagements.

The Costa Rica Office is one of the countries under Panama Multi Country Office (PAMCO), the MCO covers Panama, Costa Rica, and the English/Dutch speaking Caribbean Countries

The Role:

Reporting to and under the general guidance and oversight from the Multi Country Director, the CO Director directs and manages all delivery within the Country Office scope, including liaison and engagement development activities and delivering timely and cost effective services for sustainable results by partners and stakeholders.

The CO Director represents UNOPS on behalf of the MCO and Regional Director in Costa Rica.

III. Functions / Key Results Expected

Summary of key results:

1. People leadership
2. Country Office portfolio management
3. Alliance building, networking, and advocacy
4. Service delivery and quality assurance
5. Representation and inter-agency coordination
6. Knowledge management and innovation

People Leadership

- Create, foster, and role model a culture of trust, empowerment, and accountability within the Country Office
- Build engagement and foster a diverse and inclusive work environment, respectful of all, and ensure that the highest standards of conduct are observed.
- 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.
- Promote teamwork, collaboration, and diversity, by providing timely guidance and supervision to the team, to enable them to perform their duties responsibly, effectively, and efficiently.
- Plan, recruit, manage, and develop a flexible and diverse workforce, with the skills and competencies needed to ensure optimum performance.

Country Office portfolio management

- Develop the strategy for the Country Office, establish priorities, and oversee the implementation of the portfolio, managing the operational risks associated with the Country Office portfolio of engagements.
- Lead the Country Office in the delivery of the UNOPS strategic plan and development and implementation of the annual business plan.
- In collaboration with the Country Office team and partners, establish annual objectives and targets, performance measurements, standards, and results expected to ensure timely and partner oriented services.
- Guide, endorse, and oversee the proposals and project document agreements in connection with identified opportunities for the Country Office.
- Set the objectives, performance measurements, standards, and results expected to ensure timely and partner oriented services.
- Monitor implementation, oversee progress toward annual objectives, and take decisions to ensure the delivery of results as planned.
- Plan, propose to the Regional Director, and allocate the resources required (human, financial, and administrative) to achieve goals and ensure financial sustainability in accordance with UNOPS standards of ethics, integrity, and accountability framework.
- Operate within the defined limits of authority on matters of Finance, Procurement, and Human Resources and subject to any limits or conditions that may be imposed as per delegated
- Is responsible for managing the overall HSSE performance in the CO while holding the accountability for the implementation of all HSSE requirements.
- Oversee, monitor, and direct appropriate measures to maintain the safety and security of UNOPS personnel and their eligible dependents, assets, property, and information within the respective area of responsibility.
- In consultation with the UNOPS Chief of Security act as the UNOPS Security Focal Point (SFP) within the country of operation including participating actively in the Security Management Team (SMT) and perform duties on security as outlined in the Framework of Accountability in the UN Security Management System Policy Manual.

Alliance building, networking, and advocacy

- Keep abreast and assess the needs of national governments and other UNOPS partners operating in the geographical coverage area, to identify and plan with them areas for leveraging UNOPS services/competencies in project service delivery and management that will facilitate their achievement of sustainable results.
- Build and strengthen strategic partnerships in the geographical coverage area through active networking, advocacy, and effective communication of UNOPS competencies in project service delivery and management to develop opportunities and engagements with new and existing partners.

- Keep Regional Director informed/advised on opportunities and/or challenges and risks to strengthen UNOPS capacity for portfolio management and business development in the geographical area.

Service delivery and quality assurance

- With the support from the Head of Support Services and the Head of Programme, ensure appropriate arrangements for building excellence of business processes and quality standards.
- Monitor and supervise the overall timely and cost-effective delivery of the Country Office portfolio according to partner expectations, approved budgets, and full cost recovery.
- Take overall responsibility for financial decisions, and exercise financial control, to ensure the fiscal health/sustainability of the Country Office portfolio
- Provide advice to the Regional Director and peers on opportunities to further enhance UNOPS' contribution to the achievement of partners results in the geographical area.
- Ensure internal performance and quality management for the Country Office, including tracking, monitoring, and reporting on project delivery and financials.
- Evaluate performance to measure efficacy and alignment of the Country Office with organizational/regional strategy and compliance with UNOPS standards of accuracy, transparency, and accountability, and ensure that service delivery reinforces business development objectives.

Representation and inter-agency coordination

- Represent UNOPS in relevant inter-agency and external meetings/bodies to promote the organization, influence policy discussion, and identify potential areas for UNOPS partnership and engagement.
- Represent UNOPS in the UN Country Team (UNCT), and support the UNCT programming and advocacy activities.
- Participate actively and effectively in UNCT meetings, and contribute to the formulation and implementation of United Nations Sustainable Development Cooperation Framework, Integrated Strategic Framework, and Delivering as One within the country of the main office for the Multi Country Office.
- Is accountable to the Resident Coordinator for actions as part of the UNCT, makes substantial contributions to the UNCT's work, and assumes a leadership role as relates to UNOPS' mandate.
- Participate in UNCT initiatives to strengthen UN coherence, inclusiveness, and aid effectiveness, including ensuring UNOPS active role in the Operations Management Teams (OMTs) and other senior management groups of the country team.
- Keep UN Resident Coordinator abreast of UNOPS activities within the country through regular communication, including a formal regular reporting on business acquisition and implementation of activities led by UNOPS as part of the UNSDCF.

Knowledge management and innovation

- Lead the development and introduction of innovation to ensure UNOPS is continually incorporating best practices approaches in the delivery of the regional portfolio.
- Ensure the dissemination and sharing of best practices and lessons learned for corporate, regional, and national development planning and knowledge building.
- Lead the planning, implementation, and organization of strategic capacity building of personnel, partners, and stakeholders.
- Establish priorities, in consultation with the Regional Director, for targeted investments in growth and innovation and as a member of the UNOPS global management team, contribute to identification and implementation of innovation and continuous improvement in support of organizational excellence and world-class performance.

- Share knowledge with peers in other regional/country teams and corporate practice groups to ensure a corporate coordinated delivery of services and synergies.

IV. Impact of Results

The effective and successful achievement of results by the **Country Director** directly impacts on the development and performance of the Country Office portfolio, visibility, and image of UNOPS as an effective service provider in project services and management and consequently 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, 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 behaviour. 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:	<ul style="list-style-type: none"> An Advanced University degree (Master's Degree or equivalent) in Public Administration, Business Administration, Engineering, Social Science, International Development, Project Management, or other relevant disciplines combined with ten (10) years of relevant experience OR A First level University degree (Bachelor's Degree or equivalent) in Public Administration, Business Administration, Engineering, Social Science, International Development, Project Management, or other relevant disciplines combined with twelve (12) years of relevant experience is required.
Experience:	<ul style="list-style-type: none"> A minimum of ten (10) years of experience that combines strategic and managerial leadership in international development, business development, operations, and/or program management in a large international and/or corporate organization is required. At least three (3) years of senior leadership experience including supervising senior professional staff and managing financial sustainability of operations, including at least 2 years in a country office. Experience working in developing countries is desirable. Experience in dealing with infrastructure portfolios is desirable. Experience partnering with the public sector on developing, implementing, and/or evaluating projects and programs of high national relevance is a distinctive advantage.
Language Requirements:	<ul style="list-style-type: none"> Fluent in Spanish and English Language is essential (Required) Knowledge of any official UN language is an advantage.

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: