

I. Post Information

Post Title: **Head of Support Services**
Post Number:
Organizational Unit: **Delivery and Partnerships, LCR, Guatemala Country Office**
Supervisor: **Director, Guatemala**
Source of Funding (*project/non-project*):

Current Grade:
Proposed Grade: **ICS-11 FT P4**
Approved Grade:
Post Classified by:
Classification Approved by: Talent Benches

II. Organizational Context**Latin America & the Caribbean**

Throughout Latin America and the Caribbean, UNOPS brings innovative solutions to humanitarian crises and long-standing peace, security and development issues. Coordinated from Panama, we work with partners to provide sustainable housing solutions and income-generating opportunities. We work with governments to ensure the transparent and efficient procurement of medicine and medical supplies, providing real dividends for people in the region. And we help communities combat the effects of climate change.

In all of our work, we aim to ensure national ownership and enhance local capacity while delivering services to the satisfaction of our partners and with the greatest impact for our beneficiaries.

Guatemala Country Office

UNOPS activities in Guatemala have lasted 26 years. We started operations in the country in 1997, and from the beginning, we have always been characterised by intervening in a variety of sectors and projects of varying complexities. From accompanying the peace process following the armed conflict, promoting productive activity in regions of extreme poverty, to modernising the state in terms of reducing infrastructure gaps, procurement, and more recently, supporting efforts in transparency and efficiency of public institutions, in line with the priorities of the government and the well-being of Guatemalans.

As of 2024 the political context is favourable to UN presence in Guatemala, and UNOPS signed the first major project with the new elected government, 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 for up to USD 943M, following the best practices in public procurement and strengthening institutional capabilities.

UNOPS will support the strategy of the 2024-2028 Government Plan, by implementing institutional strengthening efforts leading to the adoption of a management model for the procurement of medicines and other health supplies, that allows the transition towards the modernization of the country's medicine procurement system as well as the strengthening of a Fair Public Management approach in the MSPAS.

The MSPAS project is the first of the projects in the pipeline of portfolio development opportunities for UNOPS in Guatemala.

The Role

The Head of Support Services (HoSS) is a critical leadership role in the Guatemala Country Office, reporting to the Director, who provides general guidance and vision.

The HoSS is responsible for providing an efficient and integrated support service for the Country Office, dealing on a daily basis with a diverse team of national and international professionals.

III. Functions / Key Results Expected

1. Operational leadership, advisory and technical support
2. Project planning and coordination support
3. Procurement
4. Financial and compliance management
5. Human resource management
6. Administration and Information Technology
7. Knowledge management and innovation

1. Operational Leadership, advisory and technical support

- As a key leadership role for the Country Office, the Head of Support Services monitors and supervises teams as well as all aspects of operations (Finance, HR, Procurement, Health, safety, security and environmental (HSSE), Information Technology (ICT) and Administration) to ensure achievement of results, whilst driving compliance with corporate strategies, UNOPS rules, regulations, policies, and standards of accountability, ethics and integrity.
- Monitor support services to ensure continuously improving client service and satisfaction, including liaising with appropriate Head Quarters Practice Groups and IPAS for required support.
- Contribute to the formulation of Country Office strategies and policies through advisory services to the Country Office Director.
- Provide technical advice and operational guidance on innovative approaches to project financing, risk assessment/mitigation and use of financing structures, mechanisms, instruments and guarantees.
- Collaborate with colleagues to identify the need, determine cost and plan all Country Office support services, including procurement, finance, human resources and administrative services.
- Assist the Country Office Director in setting goals, targets and performance standards for projects, and recommend tools for monitoring, evaluation and auditing
- At the request of the Country Office Director participate in any UN forum discussions and planning to ensure UNOPS position, interests and priorities are fully considered.
- Lead on health, safety, security and environmental (HSSE) matters to ensure they are integrated into all aspects of the operations and that related risks are managed effectively.
- 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.

2. Project planning and coordination support

- Provide assistance and support to programme and project budget preparation, revisions and work planning.
- Provide input into project engagement and acceptance documents including assisting with contract negotiations.
- Provide advice on goal setting, targets and performance standards for projects and recommend tools for monitoring, evaluation and auditing.
- Monitor project financial projections, take decisions and/or refer critical issues to the Country Office Director and/or other stakeholders for action.
- Provide advice on programme and project cost sharing, deployment of funds and closure.
- Constantly monitor and analyse the operating environment to identify potential risks and take action/refer critical issues for intervention to ensure delivery of results.
- Closely liaise with the Field Offices (within the Country Office) in order to troubleshoot any issues that might cause interruption in the support services management.

3. Procurement

- Oversee and supervise Country Office procurement processes, including tendering processes and evaluation and supplier selection, to ensure viable procurement solutions that meet operational needs and compliance with UNOPS procurement procedures, regulations and standard of accountability, ethics, integrity and performance.
- Evaluate contractual arrangements and legal commitments/risks for appropriate action.
- In consultation with relevant colleagues, review, administer and issue contracts, agreements/amendments with institutions and UN agencies.
- Oversee the logistics of goods and equipment on project sites to confirm delivery and safe warehousing.
- Evaluate, list, update and monitor the performance of the roster of service providers of suitable firms or institutions

4. Financial and compliance management

- Prepare the Country Office financial plan and manage the budget process/cycle to ensure timely revisions and reallocation of funds.
- Oversee the Support Services Finance Unit and ensure compliance with the UNOPS/Financial Rules & Regulations and Finance procedures
- Monitor, track and control expenditure to ensure optimum and appropriate use of resources.
- Ensure the availability of required financial reports and exception reports including investigating anomalies to resolve problems, reporting or recommending any action required to relevant stakeholders.
- Supervise the timely review, posting and closure of accounts. Certify/verify accuracy and compliance with standards of accountability framework. Submit/prepare mandated report on financial status.
- Supervise all financial services (accounting, cash management, payments etc.) ensuring timeliness and compliance with standards of accountability and performance.
- Monitor the Management Budget expenditures for the Country Office and ensure that LMDC (Locally Managed Direct Cost) is properly recovered, billed and spent in accordance with the applicable procedures;
- Act as a focal point for any internal/external audit exercise.

5. Human resource management

- Plan personnel required for Country Office programmes/projects.
- Oversee all human resource services/processes including recruitment, salary administration and compensation, performance review, training and development, ensuring compliance with human resource rules, regulations, procedures and standards of performance and ensuring that hiring managers actively seek to create diverse teams in terms of gender and geography.

- Promote and support a learning culture by empowering individuals and teams to identify critical learning needs and plan/provide easy access to learning opportunities to maintain personnel competency and flexibility.
- Foster a positive work environment, respectful of both men and women, and ensure that the highest standards of conduct are observed.
- Exercise control of all staffing issues within the Country Office as required by the projects' demands including recruitment, training, staff performance review

6. Administration and Information Technology

- In close collaboration with Headquarters, support maintenance of a secure and reliable ICT environment, including adequate plans for disaster recovery.
- Manage the acquisition, maintenance, inventory, recording, verification and protection of project and administrative facilities/assets, including IT infrastructure, equipment and servers.
- Identify opportunities for leveraging the use of IT to enhance business operations and efficiency and to facilitate knowledge management, and information sharing.
- Manage the timely and efficient delivery of all administrative services, (e.g. premises, asset management, organizational and personnel security, travel and IT).

7. Knowledge management and innovation

- Contribute to the development and introduction of innovation to ensure UNOPS is continually incorporating best practice approaches in Country Office Support Services.
- Contribute to the dissemination and sharing of best practices and lessons learned for corporate development planning and knowledge building.
- At the request of the Country Office Director and in collaboration with the team, plan, implement and organise strategic capacity building of project personnel, clients and stakeholders.

IV. Impact of Results

The effective and successful achievement of results by the Head of Support Services directly impact on the development and performance of the programmes and projects, visibility and image of the UNOPS as an effective service provider in project services and management and consequently strengthen its competitive position as a partner of choice in sustainable development and project services in the country served.

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 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 maximises 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 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"> • A Master's Degree in Finance, Business Administration, Economics, Human Resources Management, Procurement or other relevant field is required. • A Bachelor's Degree in Finance, Business Administration, Economics, Human Resources Management, Procurement or other relevant field in combination with an additional 2 years of relevant work experience may be accepted in lieu of the education requirements outlined above.
Experience/Requirements:	<ul style="list-style-type: none"> • A minimum of seven (7) years of progressively responsible experience covering at least two of the following operations functions: Procurement, Finance, Logistics/ Asset

	<p>Management and Human Resources. Knowledge of the other functions is desirable.</p> <ul style="list-style-type: none"> • A minimum of 3 years of leadership experience, including a proven track record managing staff and operational systems is required. • Some experience in UN system organizations preferably in a developing country is desirable. • Experience dealing with UN regulations, rules and policies in the areas of contracting, procurement and human resources is desirable. • Willingness to work in hardship duty stations and/or travel to post crisis locations.
Language Requirements:	<p>Full working knowledge of English and Spanish is essential.</p> <p>Knowledge of another official UNOPS language is an asset</p>

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: