
TERMS OF REFERENCE
(Individual Contractor Agreement)

Title: Programme Management Office (PRMO) - Specialist
Project: All Projects
Duty station: Guatemala City, Guatemala
Section/Unit: LCR, GTCO, Guatemala
Contract/Level: ICSC 10
Supervisor: Head of Programme (HOP)/P4

At UNOPS we celebrate diversity and are committed to equal employment opportunities. We encourage qualified individuals to apply, as well as all individuals who meet the qualifications for the position, especially those from racialized or indigenous groups, people of diverse gender identities and sexual orientations, and people with disabilities.

1. About our culture

Our work contributes to building the foundations for countries and communities to improve their living conditions and achieve peace and sustainable development, guided by our values: Inclusion, Integrity, Humility and Humanity.

The UNOPS family brings together people of diverse nationalities, cultures, languages, races, gender identities, sexual orientations and abilities and aims to maintain and strengthen this diversity to ensure equal opportunities, as well as an inclusive work environment for all people within the organization.

2. UNOPS General Background

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 provides sustainable infrastructure, procurement and project management services to a wide range of governments, donors and United Nations organizations. With a global presence of more than 5,000 people in 80 countries, UNOPS offers its partners logistical, technical and management expertise tailored to their needs.

UNOPS is committed to promoting Fair and Equitable Public Management (GPJE by its acronym in Spanish) 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.

3. Local context

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; Since 2000, it has focused on providing assistance to the Government of Guatemala, offering advisory services, project implementation, and transactional services, contributing in the following areas: culture, sports, recreation, justice, governance, health, education, tax collection, decentralization of services, environment, water and sanitation, institutional strengthening and infrastructure.

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.

4. Projects and Programs in Guatemala

Currently, UNOPS Guatemala's office has a diverse and growing portfolio of projects and programs with high levels of complexity, in the areas of health infrastructure, medical equipment, technological modernization, horizontal and vertical infrastructure, acquisition of medicines/health equipment and institutional strengthening.

UNOPS will provide support in the implementation, execution and management of projects for the public sector and of a social nature committed to promoting Fair and Equitable Public Management (GPJE by its acronym in Spanish) to ensure the effective and efficient use of public resources.

2. Purpose and Scope of Assignment

The Program Management Office (PRMO) is established to provide a decision-enabling, delivery support and assurance support structure for UNOPS Guatemala's office. The key functions and services of the Program Management Office PRMO Specialist include:

- **Strategic Planning Support:** Ensuring UNOPS Guatemala's office is focused on doing the right projects. Key activities include assessment in alignment with the UNOPS Guatemala's office strategic objectives, planning support, preparation of management dashboards and reports, including scrutiny.
- **Delivery Support:** Ensuring UNOPS Guatemala's office. is doing projects the right way. Key activities include providing expertise for start-up of projects, planning, delivery and closing of projects, and supporting the Business Development and Project Management teams with the application of UNOPS project management policies, standards and practices.
- **Best Practice implementation:** Ensuring effective application of UNOPS policies, processes and standards in programme and project management, encouraging consistent working practices and appropriate application of mandatory requirements.
- **Support to project assurance** - supporting the project's executive in fulfilling his/her project assurance role, by monitoring projects progress against the agreed tolerances, monitoring that working standards are being followed, monitoring that scope is not changing without proper controls and that project risks are controlled quality being managed.

The Program Management Office (PRMO) Specialist reports to the Head of Programme and leads the PRMO unit in Guatemala's office, with additional support/advice from the regional Project Management Advisor. This involves support to the Head of Programme in the design, establishing and managing the PRMO in Guatemala's office, supporting senior management decision making and consistently delivering projects in Guatemala's portfolio, ensuring that project management policies, processes and systems are followed and applied according to the organization standards. The PRMO Specialist provides overall project assurance capacity, and strongly contributes to moving the UNOPS Guatemala's office toward achieving its strategic objectives.

3. Summary of functional responsibilities

The main functional responsibilities of the PRMO Specialist are as follows:

- I. Delivery and performance**
- II. Assurance and reporting**
- III. Stakeholder management**
- IV. Quality assurance**
- V. Knowledge management**
- VI. Personnel management**
- VII. Set-up and closure**

I. Delivery and performance

- With the support from the regional Project Management Advisor, successfully design, establish and implement the core functions of the PRMO.
- Manage the PRMO on a day to day basis.
- Provide programmatic and project management support to the Head of Programme and Country Director regarding all ongoing and closing project activities, while maintaining and implementing appropriate standards and best practices in line with UNOPS policies and procedures.
- Directly contribute to strategic oversight, advice, direction and support on programme and project management activities in line with project agreements and project documents.
- Support and oversee the project planning process, by providing expertise in application of project management standards and best practices
- As and when appropriate, support project management teams with project and budget amendments, including personnel resources, ensuring synergies across Guatemala's office.
- Monitor and effectively apply the change control process.
- Develop and establish resource tracking systems within the PRMO, complementary to UNOPS' systems and tools, to ensure effective planning, forecasting and tracking of delivery across Guatemala's Office
- Identify and anticipate in a timely manner, potential risks and issues and advise mitigating measures.

II. Assurance and reporting

- Assume PRMO oversight and assurance support function for the Guatemala's office programmes and projects at any one time, establishing a direct relationship with project managers to facilitate efficient assurance activities
- Provide expertise and support to project managers in UNOPS tools, systems and support assurance that processes are being followed.
- Regularly review projects status in UNOPS systems against the project performance criteria and policy requirements.
- In close coordination with the Head of Programme, conduct system analysis on the health of projects and programmes, highlighting key risks, issues, best practices and lessons learned
- Establish management dashboards and reports, providing recommended action plans and mitigation measures to the Head of Programme and project teams..
- Perform routine maintenance and implementation of effective monitoring and evaluation systems of programme and project activities, in line with logical frameworks.
- Within the context of monitoring and evaluation, ensure all projects submit and regularly update specific milestones and targets for the duration of projects' life-cycles, and track progress, or otherwise, against such information.
- Establish a reporting schedule and reporting procedures to ensure the timely development and quality submission of reports as required.
- Provide support to programmes and projects, ensuring effective and timely dissemination of reports, in line with project documentation and clients' expectations.
- Coordinate and oversee the implementation of requests or initiatives relevant to project management from the Regional Office, IPAS, and HQ Teams, as required.

III. Stakeholder management

- In consultation with the Head of Programme, develop internal and external stakeholder profiles and facilitate the formulation of stakeholder engagement strategies at the Guatemala's office and project levels, as applicable
- Support the formulation of programme and project communications plans.
- Coordinate internal stakeholder engagement and communication, as applicable, ensuring effective timing and interdependency management of communications across programmes and projects.
- Coordinate internal programme and project communications.
- Monitor the effectiveness of programme and project communications.

IV. Quality assurance

- Coordinate with Head of Support Services and Risk Management Advisor to ensure the programme complies with audit requirements, as applicable
 - Ensure compliance with UNOPS defined quality standards for programme and project management.
 - Coordinate quality reviews of programme and project documents and deliverables.
 - Provide quality control for management products (project documents, reports, etc.).
 - Continuously identify and improve operational processes relevant to project implementation.
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V. Knowledge management

- Ensure routine and effective capacity building activities are conducted in order to build the long-term and sustainable capacity of national personnel.
- Participate in, and advocate PMs' participation in, relevant Communities of Practice.
- Actively interact with PMs and the wider PM community to share case studies, lessons learned and best practices.
- Contributes to the oversight of lessons learned procedures, ensuring that lessons learned are shared in a timely and appropriate manner.
- Establish document management/control procedures for the Guatemala's office.

VI. Personnel Management

- Supervises, motivates and develops the Guatemala's office PRMO team
- Ensure that behavioral expectations of team members are established.
- Ensure that performance reviews are conducted in a timely manner.
- Ensure the PRMO team completes the list of mandatory onboarding training.
- Promote gender equality and gender parity among the team as per the UNOPS gender parity strategy and action plan to achieve gender parity targets for Guatemala's office.

VII. Set-up and closure

- Develop, track and maintain dependencies across programmes and projects.
- Acts as (or nominates and supervises) a focal point between Guatemala's Office and client throughout the project closure process.
- Liaise closely and support the Head of Support Services in all HR, financial and procurement related matters.
- Oversee and coordinate all project closure activities, ensuring appropriate disposal of project assets, timely and effective final (operational) reporting, initiation of financial disbursements as appropriate, and effective handover of operationally closed projects to UNOPS HQ for financial closure processes.

Support in other duties as assigned.

4. Qualifications and Experience**a. Education**

- A Master's Degree in Project Management, Business Administration/Management, International Development, Political Science, Economics, Engineering or relevant fields is desirable .
- A Bachelor's Degree in the above-mentioned areas or other relevant field plus two (2) additional years of experience will be accepted in lieu of the Master's Degree.

b. Work Experience

- A minimum of 5 years (or more depending on academic credentials) of relevant and progressive professional experience, specifically in the field of Project Management with experience of successful implementation and/or oversight of programmes and projects.
- Experience with data analysis, management reporting and project management tools and information management systems is required.
- Previous experience of working within a PMO/PRMO environment is an advantage.
- Previous experience of working with International Organizations is an advantage.

c. Language

- Full domain of Spanish
- English is required at a professional level.

d. Certifications

- Program Management Professional (Pgmp), Portfolio Management Professional (PfMP), Project Management Professional (PMP), Agile Certified Practitioner (ACP) or PRINCE2 Practitioner Certifications are desirable.

f. 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, 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.

Project Authority (Name/Title):		Contract holder (Name/Title):	
Signature	Date	Signature	Date