

I. Post Information

Post Title: **Project Manager**
Project Focus: Implementation
Project Area: PM

Proposed Grade: **ICS10 (LICA 10/IICA 2)**

II. Organisational 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 organisations. With over 6,000 personnel spread across 80 countries, UNOPS offers its partners the logistical, technical and management knowledge they need, where they need it. By implementing around 1,000 projects for our partners at any given time, UNOPS makes significant contributions to results on the ground, often in the most challenging environments.

About Our Culture:

Our work lays the foundation for peace and sustainable development in the communities we serve, guided by our core values of inclusion, integrity, humility and humanity.

UNOPS is committed to fostering a diverse and inclusive workplace. We value the unique perspectives and experiences that our employees bring, regardless of their background or identity. We actively seek to recruit people from under-represented groups, including racialized and indigenous communities, people of diverse gender identities and sexual orientations, and people with disabilities.

Local Context:

UNOPS is in Mexico collaborating mainly with the Government of Mexico in sustainable procurement and infrastructure projects.

The position is located in Mexico City, Mexico. This is a family duty station, with good access to essential services, housing options suitable for families, educational opportunities for children, and healthcare facilities.

Project Information:

Associated with the Secretary of Foreign Affairs (Secretaría de Relaciones Exteriores (SRE)) and aligned with the framework of the Integral Strategy for Human Mobility of the Government of Mexico, UNOPS will be involved in the implementation of Multi-Service Centers to provide integral attention in a unique space to people in the context of mobility, under a humanistic and human rights approach. It is expected that the centers will provide multiple services to the migrant community, including mental and physical health services, international protection, orientation, asylum applications, and documentation, among others.

In this context, the PM and UNOPS, as the counterpart of the SRE, is expected to procure the equipment required for the operation of the Multi-Service Centers and to lead the integral management of the project, as well as its impact evaluation.

To this end, in addition to the agreement with the Government of Mexico, inter-agency agreements (UN to UN) will be signed with the agencies of the United Nations System in the

country, for the development of specialized components and work products, according to their mandates and specialities: specialized services and infrastructure for migrants, international protection and rights, labor integration and social and educational protection, health, and gender, diversity and inclusion.

The Project Manager is responsible for the day-to-day operations of the project(s) and provides services to the different donors, partners and beneficiaries. The Project Manager acts on behalf of the Project Board to manage the project on an ongoing basis during the Implementation Stage. The main responsibility of a Project Manager is to ensure that the project outputs are delivered within the specified project tolerances of time, cost, quality, scope, risk and benefits. He/she is expected to meet the organization's performance and delivery goals.

The Project Manager is responsible to create the Implementation Plan, use the Project Initiation Documents (PID), Legal Agreement and have 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). Success of the project(s) and hence Project Manager will be based on the defined Success Criteria.

The Project Manager will be managing project(s) which ultimate goal is to provide implementation services that contribute to the achievement of partners' goals. The variety of projects is quite diverse and can range from management of grants, development of strategies to delivery of training or providing technical assistance.

While the complexity of those projects may vary, maintaining high standards in terms of quality, health, safety and sustainability is always expected.

Depending on the nature and configuration of the project, the project manager might be executing technical studies, reviews, designs, supervision or operation and maintenance services of one or several physical infrastructure assets, in one or multiple sites. Depending on the implementation modality it may involve large volumes of procurement of goods, services and HR services.

UNOPS operates in complex contexts where resources might be scarce, local capacity low and where professional judgement and experience in these environments are of uttermost importance.

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 any external suppliers or account managers.
- Manage acceptance and delivery of work packages.
- Monitor project progress ensuring that work packages are being executed properly.
- Control project and work packages changes.
- 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.
- 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.
- Ensure maintenance of the project files and lessons learned are recorded.
- 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.
- Coordinate quality reviews of project documents and deliverables.
- 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 behavioural expectations of team members are established.
- Ensure that performance reviews are conducted fairly, accurately and timely.
- Select, recruit and train team as required and taking into account gender parity and diversity objectives.
- Ensure safety and security for all project personnel and comply with UNDSS standards.

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).

	<p>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.</p>
	<p>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.</p>
	<p>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.</p>
	<p>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.</p>

VI. Recruitment Qualifications	
Education:	<ul style="list-style-type: none"> • Advanced University Degree in a relevant discipline (Finance, Economics, Supply Chain, Business, Project Management, Engineering, etc.). • A combination of Bachelor's degree with an additional 2 years of relevant work experience may be accepted in lieu of the education requirements outlined above.
Certification:	<ul style="list-style-type: none"> • Certification in Project Management (PRINCE2, PMI, etc.) is an asset. • Complete the UNOPS PMM, UNOPS PMM Infra perspective and oneUNOPS Projects trainings within (3) months from joining UNOPS.
Experience:	<ul style="list-style-type: none"> • A minimum of 5 years' experience (or more based on academic credentials) on implementing complex projects/programmes. • Previous experience in managing migrant projects is an asset. • Experience in infrastructure projects is an asset. • Proven experience in managing large projects, multidisciplinary and multicultural teams is required. • Experience in Senior Level and/or leadership positions is desirable.

	<ul style="list-style-type: none"> • Experience in developing countries or post conflict environments is an asset. • Experience in writing reports, performing data analysis, and writing technical documents is an asset. • Knowledge of quality assurance methodologies is an asset. • Experience in risk management is an asset. • Experience in managing teams is an asset. • Strong analytical capabilities with the ability to manage tasks associated with the development of projects. • Strong Problem Solving Skills.
Skills:	<ul style="list-style-type: none"> • Influencing: This project entails collaboration among government and UN actors, demanding the Project Manager to adeptly navigate diverse strategies with empathy, strategic communication, and social intelligence to achieve shared goals and outcomes.
Language Requirements:	<ul style="list-style-type: none"> • Fluent in Spanish and English is required.
Working Environment:	<ul style="list-style-type: none"> • This role is mainly performed from the UNOPS Mexico Office, located at Av Ejército Nacional 418, Polanco V Secc, Miguel Hidalgo, 11520 Ciudad de México, CDMX, Mexico.
Additional Requirements:	<ul style="list-style-type: none"> • The position requires the ability to prepare reports using IT tools such as Google Sheets and/or Google Docs. • It is required to prepare progress reports of assigned projects using Google Slides and to make presentations both in person and virtually by videoconference. • The position requires telephone and face-to-face contact with various people related to the projects.
Adjustments to the Work Environment:	<ul style="list-style-type: none"> • UNOPS would like to ensure that all candidates are able to perform to the best of their ability during the assessment process. If you are selected and require additional assistance in completing an assessment test, such as reasonable accommodation, please inform the human resources manager when you receive the invitation.