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**TERMS OF REFERENCE****(Individual Contractor Agreement)**

<b>Position</b>	Project Management Support Officer
<b>Project:</b>	Implementation Support for the Strengthening and Improvement of the Queen Elizabeth Hospital
<b>Place of Destination:</b>	Barbados
<b>Section / Unit:</b>	LCR, PAMCO Costa Rica
<b>Contract/Level:</b>	ICS 08 - LICA 08 /IICA 1
<b>Supervisor:</b>	Project Manager

**1. Project background information and 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. 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, other in the most challenging environments.

*Dutch and English speaking Caribbean*

UNOPS Dutch and English Caribbean is part of the Costa Rica Project Center and from that Centre UNOPS has implemented a number of infrastructure, technical advisory and procurement projects.

The Queen Elizabeth Hospital (QEH) is the Barbados primary acute care medical facility and an accredited teaching hospital affiliated with the University of the West Indies, Cave Hill Campus. The institution was opened on November 14, 1964, to address the medical, surgical, clinical and treatment needs of the Caribbean and to serve as a teaching hospital for those seeking a career in the medical profession. Since its inception, the hospital has expanded its bed capacity from 464 beds to the current 519 beds. Operational plans for the QEH continue to focus on strengthening the delivery of quality health care with strategic direction guided by the 10-year plan for Health and the QEH Care Excellence Programme (CEP).

The Queen Elizabeth Hospital is central in the health system and access to health coverage for the citizens of Barbados. Its maintenance and upgrade is of high priority to the government of Barbados. The QEH needs refurbishment and upgrades in different sections of the hospital and due to these reasons, UNOPS has come to an agreement with the Ministry of Health and Wellness from Barbados to cooperate in the *Implementation Support for the Strengthening and Improvement of the Queen Elizabeth Hospital*.

## **2. Purpose and scope of the assignment**

The Project Management Support Officer will locally contribute with technical and administrative support of the project in progress. The Project Management Support Officer will play a critical role in the successful implementation of a hospital project and the establishment of an office in Barbados.

Under the overall supervision of the QEH Project Manager, Project Management Support Officer will be responsible for performing the following functions:

### **Project Implementation:**

1. Support the Project Managers in the preparation of terms of reference documents related to the project operations, MOA/MOU, work plans).
2. Serve as a liaison with Support Services in managing purchase orders, contracts, and payment requests.
3. Provide project status information to Project Managers to identify and manage risks and issues raised by PMs.
4. Manage information flow and oversee change controls, risk logs, and issue management by establishing document control procedures.
5. Prepare and maintain project files, including internal and external project reports.
6. Coordinate and act as a liaison with the Project Manager regarding the progress of implementation.
7. Manage the delivery of assigned work packages and take responsibility for progress.
8. Coordinate and maintain contact with the Project Manager about the progress of implementation.
9. Inform the Project Manager of any deviations from the plan and update the plans.
10. Work with the Project Manager to identify and manage risks.

### **Financial and Procurement Management:**

1. Support to Project Managers (PM) in the preparation of budgets, reviews, and financial information.

2. Support Project Managers in managing budgets, cash flow, and obligations to ensure deliverables are met and that UNOPS procedures and standards are followed.
3. Assist in monitoring the project budget and financial expenditures, ensuring that administrative procedures are aligned with the work plan and ongoing contracts.
4. Advise on the availability of project funds for requests, through monthly forecasting of requirements throughout the project lifecycle.
5. Advise Project Managers on budget variance rates and prepare revisions as needed.
6. Prepare Grand Ledger Journal of Expenses (GLJEs) when and as needed.
7. Prepare financial reports for the project.
8. Review and ensure the accuracy of financial supporting documents required for approval through the Headquarters.
9. Manage the proper control of project expenses and forecasting.
10. Manage the proper settlement of payment requests before submitting them to the Finance Unit.
11. Proactively coordinate and establish links with Support Services on administrative management matters related to payments, purchase orders, and contracts.
12. Provide administrative support to Support Services on budget, payments, purchase orders, and contract matters.
13. Maintain a record of all financial documents for supporting projects in audit and review processes.
14. Prepare budget and forecast revisions when applicable.
15. Enter requisitions, receipts, and payment requests into the accounting system (one UNOPS) when needed.
16. Oversee the status of project closure activities and verify the accuracy of data in the UNOPS ERP system, project reports, and related documentation prepared by the project.
17. Assist in project closure by supporting the preparation of documents and ensuring efficient financial actions are taken.

**Project Monitoring and Report Preparation:**

1. When needed, provide advice and necessary support during the "formulation phase" of new initiatives, focusing on quality assurance and quality control of project documents, costs, financial implications, implementation plan, milestones, and benchmark indicators, as well as adherence to UNOPS project approval processes and procedures.
2. Support the Project Manager in the execution of approved project plans (including setting milestones).
3. Make substantial contributions to the development of project strategies and schedules and manage work packages.
4. Manage the flow of information by maintaining, distributing, and archiving detailed project

notes and records.

5. Maintain the following records: Quality register, configuration item records, and all other records as delegated by the Project Manager.
6. Monitor, control, and evaluate the performance of service providers to ensure they meet project priorities.
7. Support the delivery of work packages and monitor progress.

#### **Coordination with Stakeholders:**

1. Support coordination and communication with internal stakeholders, including UNOPS Headquarters (HQ) and the Regional Office (LCR), and establish and maintain good relationships with headquarters staff.
2. Participate in meetings with UN agencies, NGOs, and other stakeholders as necessary.

#### **Knowledge Management and Innovation:**

1. Support the collection of lessons learned according to the defined report formats.
2. Ensure the creation of local capacities at all levels and opportunities for project management support.
3. Contribute to the dissemination and sharing of best practices.

### **3. Monitoring and control of progress**

The products and activities developed by the Project Management Support Officer will be directly supervised by the Project Manager or any other specialist indicated by him/her.

### **4. Qualifications and experience**

#### **Education:**

- Bachelor's Degree is required, preferably in Business Administration, Public Administration, Health Administration, Procurement, Economics, Engineering, Project Management, Public Health, or related areas.
- Desirable Master Degree, preferable in Business Administration, Public Administration, Health Administration, Procurement, Engineering, Project Management, Public Health, or related areas.

**Work experience**

- At least 4 years of experience (or less according to the level of Degree) providing professional support in project management and/or programs operations, developing partnerships, institutional articulation, and/or project planning and implementation will be required.
- Desirable experience in the implementation of projects in the public / private health sector, which involve a large number of interested parties (stakeholders).
- Desirable experience in procurement of medical equipment and/or medical infrastructure.
- Desirable experience with United Nations agencies, international organizations, governments, foundations, international NGOs, or private sector organizations.

**Language**

- Proficiency in English (spoken & written) is required.
- Fluency in Spanish may be considered an asset.

**5. Competencies**

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 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 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.

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**6. Signatures**

<b>VII. Signature</b>	
Incumbent Name:	
Signature:	Date: