

UNOPS helps its partners in the United Nations system meet the world's needs for building peace, recovering from disaster, and creating sustainable development. UNOPS is known for its ability to implement complex projects in all types of environments around the globe. In an effort to promote organizational excellence, UNOPS seeks highly qualified individuals for the following position:

Vacancy Details

Vacancy Code	2010/UNOPS/LKOC/001
Position Title	Head of Support Services
Position Level	Fixed Term ICS – 11 (P4 equivalent)
Position Status	Rotational
Org Unit	Sri Lanka Operations Centre (LKOC), Asia and the Pacific Office (APO)
Duty Station	Sri Lanka – Colombo
Duration	One (1) year (renewable)
Closing Date	22 February 2010

Background

The United Nations Office for Project Services (UNOPS) is the largest service provider in the United Nations system, working on behalf of UN departments, IFIs and Governments. The UNOPS Sri Lanka Operations Centre (LKOC) implements a mixed infrastructure portfolio to reconstruct buildings, bridges and water supply schemes as well as rural roads in areas affected by the Tsunami. LKOC maintains offices in the capital and in districts along the coast to manage the above portfolio. Senior/ Project Managers/Chief Technical Advisors are responsible for delivery of projects and manage project based support through dedicated clusters in a centralized support unit.

The Head of Support Services will work under the overall supervision and guidance of the Director on a range of activities that contribute to the implementation of projects.

The incumbent is responsible to abide by security policies, administrative instructions, plans and procedures of the UN Security Management System and that of UNOPS

Duties and Responsibilities

Under the direct supervision of the Director, the incumbent of the post is required to perform the following specific duties and responsibilities:

A) Project Coordination:

- Support the Director in the following areas:
 - a. monitor all aspects of project progress and implementation; identify and address issues as appropriate;
 - b. support Project Support Officers (PSOs) and Senior Project Managers/Project Managers (SPMs/PMs) with regard to preparation of budget revisions/rephasals, Human Resources (HR)/procurement/sub-contracting/travel workplans, and delivery/revenue and forecasts reports and provision of updated data for client reporting, among other related activities;

- c. coordinate project management/administration for the execution of multiple LKOC projects, including Direct Implementation;
- d. perform oversight of procurement processes and related issues as well as provide procurement advice to Director, SPM/PMs, PSOs and Buyers/Logisticians, and liaise with APO/Legal Unit and UNOPS Copenhagen Office (Procurement Unit) where applicable;
- e. supervision of Support Units, i.e. Finance, HR, ICT and Common Services Unit (Purchasing/Logisitcs), and ensure compliance of procedures thereof;
- In coordination with various Support Unit Heads, prepare workflow processes and procedures for an effective and efficient processing and tracking of all transactions with clients in accordance with the UNOPS Internal Control Framework;
- Provide necessary advice and support to SPM/PM and PSO during the formulation phase of new initiatives with focus on quality assurance and quality control of project documents, costing and cost implications, implementation plan, milestones and benchmark indicators and adherence to UNOPS project approval processes and procedures of LKOC;
- Monitor through regular meetings and in close coordination with PSOs overall donor fund contributions (committed and actual), receipt of funds, commitments and actual expenditures, update status of project activities, forecasts and business acquisition;
- Monitor overall LKOC administrative budget expenditures in conjunction with Finance Manager;
- Closely monitor LKOC POs are duly closed quarterly by all LKOC Atlas users when possible; minimize use of ULOs;
- Coordinate with all Support Units/PSOs/ Buyers/Logisticians and all Atlas Users so as to ensure Year-End deadlines set by HQ are duly adhered to;
- Liaise and maintain link with UNOPS HQ on required submissions (including HQCPC submissions and Admin. Asset annual reports) and all corporate related matters, as well as establish good relations with HQ staff and Regional Office for Asia & the Pacific (APO);
- In consultation with LKOC Senior Management and in coordination with Support Units, conduct needs analysis; develop strategies aimed at optimizing support service delivery; and
- Adjust, realign office procedures and systems to create client-oriented culture in operational support services.

B) Finance Unit:

- Oversee Finance Unit and ensure compliance of UNOPS/Financial Rules & Regulation and Finance procedures; monitor project budgets, budget revisions/rephasals; ensure cash control mechanisms in Field Offices are duly established and implemented;
- In the absence of the Finance Manager, certify payment requests;
- Approve batches through softwares provided by banks to process payment transactions;
- Review/monitor project expenditure reports through the Financial Dashboard for each project; monitor reversal of charges where applicable;
- Ensure Finance Unit conducts periodic training and audit of Finance in the field;

C) Common Services Unit (CSU):

- Review ITB/RFP bidding documents prior to launching tenders so as to ensure bidding documents are in compliance with UNOPS procurement procedures.
- Participate in Bid Openings events so as to ensure UNOPS procurement procedures are duly followed during the events; monitor receipt of offers, late submissions, submission of bank guarantees to Finance Unit for proper management, etc.
- Supervise CSU and ensure UNOPS procurement procedures are duly followed when conducting RFQs/ITBs; provide Chart of Accounts (COA) for requisitions and ensure all relevant documentation is in place prior to issuance and approval of Purchase Orders;
- Ensure Field Offices comply with UNOPS Financial Rules & Regulations and procurement procedures when conducting local RFQs;
- Monitor and ensure weekly Atlas generated reports on status of POs per project are sent to all Atlas Users;
- Ensure all security related data is reported to UNDSS, as per their request;
- Supervise proper filing of all documentation in CS Unit;
- Supervise proper data entry in Procurement Tracking sheets;



- Supervise proper maintenance of Asset database for all LKOC projects; ensure periodic physical inventory of assets in Colombo and field offices, including proper tagging; and
- Conduct periodic training on Basis Principles of Procurement and UNOPS procedures in Colombo and field offices; CSU together with project-based buyers/logisticians to conduct proper training in field offices in local languages (Tamil/Sinhala).

D) Human Resources Unit:

- Oversee HR Unit and ensure compliance of procedures and/or establishment of procedures thereof; oversee insurance plan (WCI) for all national personnel.
- Oversee staffing issues within LKOC as required by the project's demands including recruitment, training, staff performance review and staff movement within LKOC;
- Encourage and develop personnel technical and project management skills and attitude, manage continued professional development of relevant personnel;
- Ensure HR Unit conducts periodic training and audit of HR issues in the field;
- Supervise periodic market research on local salary scales;
- Monitor time allocation of international personnel (FT/ALD and ICA) against relevant projects; monitor HR database;
- Sign/approve timesheets and travel authorizations of support team (IT and Common Services Units); and
- Ensure required staff reports are submitted to Govt authorities and UNDSS as required.

E) ICT Unit:

- Oversee ICT Unit and ensure compliance of procedures and/or establishment of procedures thereof;
- Ensure proper maintenance of server equipment;
- Ensure IT support is provided to Colombo and field personnel on all IT related matters;
- Ensure proper coordination between LKOC ICT Unit and HQ;

F) Perform other related duties, as required:

- During the absence of the Director perform in the capacity of Officer-in-Charge (OIC); sign / approve POs/Contracts up to USD 30,000 as per DOA; sign/approve correspondence with clients; represent the LKOC at the bi-weekly UNCT (UN Country Team) meetings, among other related duties;
- Assess, identify training/learning needs, develop periodic training schedule and organize workshops, meetings to strengthen capacity of LKOC in procurement, logistics, HR, and Atlas, and thereby ensure smooth implementation and effective monitoring of project deliveries;
- Perform as focal point for any internal/external audit exercise;
- Perform other related duties as required by the Director.

Results Expected:

- Effectively manage the overall portfolio of LKOC and ensure timely and effective delivery of UNOPS LKOC projects to support the organizational goals.
- Client satisfaction based on feedback against performance indicators and measurements.
- Ability to identify, create, capture and disseminate information in a timely, effective, high quality and professional manner.
- Reduce operational overhead through explored potentials for decentralization, automation and outsourcing.

Required Selection Criteria

Competencies

- Knowledge of UNOPS/UNDP/UN regulations, rules, policies, procedures and practices; and working knowledge of Atlas and experience of other related data base reporting requirements for UN / International agencies is highly desirable.
- Excellent interpersonal skills and organizational skills.
- Excellent oral and written communication skills.

- Excellent information system/computer skills.
- Good analytical and negotiating skills; resourcefulness, initiative, maturity of judgment.
- Ability to establish priorities and to plan, coordinate and monitor own work plan.
- Ability to deliver to timelines and work under pressure.
- Ability to work in a multicultural team.
- Ability and willingness to live, work and travel in difficult conditions.

Required Selection Criteria

- Advanced University degree in business administration, engineering, marketing, economics, international relations, social studies and/or other related field, or a First University degree in related fields combined with extensive experience in similar responsible position. Professional certifications an asset.
- Minimum 7 years of relevant experience in business development, project development, support, and/or management, of which a minimum of 3 years should be in team leadership and management roles; experience in procurement of goods or services an asset.
- Fluency in English required.
- Knowledge of a second UN working or regional language desirable.

Submission of Applications

Qualified candidates may submit their application, including a letter of interest, complete Curriculum Vitae and an updated United Nations Personal History Form (P.11) (available on our website), via e-mail to VacancyLKOC@unops.org. Kindly indicate the vacancy number and the post title in the subject line when applying by email.

Additional Considerations

- Applications received after the closing date will not be considered.
- Only those candidates that are short-listed for interviews will be notified.
- Qualified female candidates are strongly encouraged to apply.

For more information on UNOPS, please visit the UNOPS website at www.unops.org.