

In an effort to promote organizational excellence, UNOPS seeks highly qualified individuals for the following position:

Vacancy Details

Vacancy code:	VA/2020/B5109/19455
Post Title:	Project Management Support - Senior Analyst for Local Self-Governments – three retainer positions
Post Level:	LICA 9
Org Unit:	ECR, RSPO, Serbia
Duty Station (DS):	Home-based / Serbia with frequent traveling in the AoR
Duration:	Ten months
Closing Date:	10 March 2020

1. Background Information – UNOPS Serbia

UNOPS supports the successful implementation of its partners' peacebuilding, humanitarian and development projects around the world. Our mission is to serve people in need by expanding the ability of the United Nations, governments and other partners to manage projects, infrastructure and procurement in a sustainable and efficient manner.

UNOPS has been active in Serbia since 2000, and the operations of UNOPS Serbia Project Office (RSPO) have since 2017 expanded to North Macedonia and Montenegro.

UNOPS has been a reliable partner primarily of the Government of Serbia, and later of the Governments of North Macedonia and Montenegro, in providing support for demanding socio-economic reforms and facilitating accession to the European Union.

Currently, the RSPO is implementing 12 projects focussed on sustainable socio-economic development, social cohesion, creating environment for employability, business and infrastructure growth, increased security, improved education, enhanced social inclusion either via enabling durable housing solutions or providing access to health, education and jobs for the most vulnerable population. All projects have good governance and gender equality as transversal themes. UNOPS projects are contextualised within the broader Sustainable Development Goals framework and objectives.

2. Background Information – Job specific

The “Enhancing Good Governance and Social Inclusion at Local Level in Serbia” Programme (Swiss PRO) will improve local capacities primarily in 99 municipalities (1) in Šumadija and Western Serbia, and South and Eastern Serbia regions to apply good governance (GG) principles in local policies and regulations and thus increase social cohesion. The Government of Switzerland has allocated USD 6.9 million (CHF 6.9 million) for the Programme, with the United Nations Office for Project Services (UNOPS) responsible for its implementation, in cooperation with the Standing Conference of Towns and Municipalities (SCTM).

The Programme has to fulfill two main goals:

To contribute to the enhancement of organisations and officials' knowledge and skills

To positively change the scope and quality of public services rendered to citizens, especially to those from excluded groups.

Both goals will lead to improved regulations, institutional, technical and human capacities for the enhancement of e-services. In addition, capacity building will be provided to local civil society organisations (CSOs) as well as institutions dealing with social inclusion and gender equality.

Overall, this will contribute to the improved rule of law at the local level, increased accountability, transparency and efficiency and effectiveness of the local self-governments (LGs), and ultimately improvement of quality of life of citizens, especially excluded citizens.

The Programme will coordinate its activities with the key line-national-level institutions, while observing the national strategies, laws and relevant development documents, which will contribute to sustainability, ensure national ownership and develop national capacities. The content and the scope of the Programme will significantly complement the European Union Support to Municipal Development – EU PRO Programme.

<https://swisspro.org.rs/en/onama/where-we-work>

3. Functional Responsibilities

Under the direct supervision and guidance of the Project Officer for Good Governance and Gender Equality, and the overall supervision of the Project Manager, the three Consultants for Local Self-Governments (LSGs) will be responsible for provision of technical assistance (TA) to 30 LSGs (up to 10 per each consultant) that have been encompassed by the Project's Citizens Satisfaction Survey (CSS)¹, conducted in March-April 2019. The list of the participating 30 LSGs will be produced by the Project in a separate process.

The consultants will be responsible for planning and delivering the TA to the LSGs in question that will focus on supporting LSGs to develop new or upgrade existing local policies and normative/regulatory framework pertained to public service delivery, thus contributing to increased LSGs' responsiveness to the citizens needs and to their inputs/expressed opinions, as well as to overall improved local governance. This must be closely linked to and based on the specific CSS results and findings, that each of the targeted LSGs have received from the Project at the end of the CSS process, in the form of the LSG CSS Report.

More specifically, the Consultants for LSGs will undertake the following activities/responsibilities:

Preparatory activities:

- Study the Swiss PRO Project document and acquire necessary understanding of the context and Project's objectives
- Get acquainted with the CSS Reports for his/her batch of 10 LSGs.
- Analyse the CSS reports and prepare the list of action points which are to be discussed and agreed upon with the Project and afterwards with the assigned LSGs.

Assessment of the current local policies and regulations pertained to the agreed set of TA interventions for each of the assigned LSGs:

- Visit the assigned LSGs and conduct discussions/consultations with the key local officials regarding the current status of local policies/regulations pertained to the public services delivery.
- Prepare an initial list of the TA objectives with the detailed activities and work plan for the whole TA intervention.
- Prepare detailed description of the TA, which is to be delivered through the in-the-filed work, on-the-job technical assistance to LSGs and distance consultations, with the list of expected outputs and outcomes.

Conduct technical assistance to support LSGs that may include but is not limited to :

- Identify up to three local public services with which either local citizens and other surveyed (according to CSS report findings) were not fully satisfied, and/or represent a priority for the LSG in question for addressing.

¹ <https://swisspro.org.rs/uploads/files/166-666-citizen-satisfaction-survey.pdf>
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- Develop, adopt and implement new or improve existing grievances and citizens' case control and management systems, in order to become more accountable, transparent, efficient and effective in responding to the citizens' and local users of public services needs and/or complaints.
- Develop and adopt a monitoring and evaluation system as per need and expressed request, that would track all interactions with the end-users of public services (including complaints), using the data from the CSS as a baseline.
- Identify issues and areas that need special attention and suggest measures for re-alignment

Prepare Final Report

Prepare and submit the final report, within the last month of engagement, with conclusions on overall findings and recommendations for improving public services delivery for each of the assigned LSGs, and derived recommendations for LSGs in general.

4. Required Selection Criteria

a. Education

- A Master's Degree preferably in Law, Public Administration, Political Sciences, Social Sciences or relevant field is required. Bachelor's degree with a combination of two additional years of relevant professional experience may be accepted in lieu of the Master degree

b. Work Experience

- A minimum of two years of work experience related to provision of technical assistance and/or capacity development of local governments in Serbia is required
- Knowledge of the local government structures, inter and intra-processes within local public sector and pertained legal and regulatory framework at the local level is required
- Experience in developing and writing policy and normative/regulatory level documents will be considered as an asset
- Knowledge relevant to applying good governance principles in practice is an asset

d. Language Requirements

- Fluency in Serbian and English is required

e. Driving License

- Driving license and ability to travel independently is an asset

f. Core 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. **(for levels IICA-2, IICA-3, LICA Specialist- 10, LICA Specialist-11, NOC, NOD, P3, P4 and above)**



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 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.

Submission of Applications

Qualified candidates may submit their application, including a Curriculum Vitae and Cover Letter to UNOPS via UNOPS Jobs at following link:

<https://jobs.unops.org/Pages/ViewVacancy/VADetails.aspx?id=19455>

Kindly note that this is a local position open to nationals of Serbia and to individuals who have a valid residence/work permit.

Additional Considerations

- Please note that the closing date is midnight Copenhagen time
- 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.**
- UNOPS seeks to reasonably accommodate candidates with special needs, upon request.
- Work life harmonization - UNOPS values its people and recognizes the importance of balancing professional and personal demands. We have a progressive policy on work-life harmonization and offer several flexible working options. This policy applies to UNOPS personnel on all contract types
- For staff positions only, UNOPS reserves the right to appoint a candidate at a lower level than the advertised level of the post
- The incumbent is responsible to abide by security policies, administrative instructions, plans and procedures of the UN Security Management System and that of UNOPS.

It is the policy of UNOPS to conduct background checks on all potential recruits/interns. Recruitment/internship in UNOPS is contingent on the results of such checks.

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