

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: VA/2017/B5109/14610
Post Title: Pool of Consultants for Small and Medium Sized Enterprises and Business Support Organisations (three retainer positions)
Post Level: LICA Specialist-8
Org Unit: ECR, RSOC, Serbia
Duty Station (DS): Belgrade, Serbia
Duration: One year with possibility of extension
Closing Date: 9 January 2018

1. Programme Background

The European Union Support to Municipal Development – EU PRO Programme¹ will contribute to a more balanced socio-economic development of Serbia, by enhancing competitiveness and social cohesion of 99 municipalities, in two regions: Šumadija and Western Serbia and South and Eastern Serbia.² The European Union (EU) has allocated 25 million Euros for the implementation of the Programme during 36 months. The United Nations Office for Project Services (UNOPS) was selected for indirect management, through a Call for Expression of Interest.³

There are three results that the Programme will achieve:

- Result 1: Improved technological structure of SMEs and their ability to export
- Result 2: Improved conditions for business operations through more efficient administrative service provision, better land management and specific infrastructure investments
- Result 3: Better social cohesion and attractive living environment through improvement of small scale public infrastructure and social relations.

The direct beneficiaries of the EU PRO are local administration structures, local SMEs, civil society organisations (CSOs) and business support organisations (BSOs). The final beneficiaries are the inhabitants of 99 municipalities.

The EU PRO Programme is based on the National Priorities for International Assistance in the Republic of Serbia 2014-2017, with projections until 2020 (NAD)⁴, significant for Serbia's EU accession process and socio-economic development. Its activities will be undertaken in partnership with the Government of Serbia, while respecting the national strategies, laws and relevant development documents, in order to ensure national ownership and help develop national capacities.

2. Duties and Responsibilities

Purpose and Scope of Assignment

Under the direct supervision of the Sector Manager for Small and Medium Sized Enterprises (SMEs) and Business Support Organisations (BSOs), the Consultant for SMEs and BSOs will be responsible for provision of technical assistance to the Programme in designing and delivering activities aiming at improving the quality of SME products and developing their capacities to access new markets and, where relevant, increase export.

1 The Programme is based on Serbia Local Development Action Document within the Instrument for Pre-accession Assistance (IPA) 2016 <http://europa.rs/eu-assistance-to-serbia/ipa/ipa-2016/?lang=en>

2 Forty-five municipalities are from the third and the fourth category of development, 44 are from the first and the second. The two regions, Šumadija and Western Serbia and South and Eastern Serbia, are less developed comparing to Belgrade and Vojvodina.

3 The Call was organised by the Delegation of the European Union (DEU) in cooperation with the then European Integration Office of the Republic of Serbia (SEIO) in July 2016. The criteria included adequate administrative, financial and technical capacity, as well as criteria related to the quality of the Concept Note, including relevance; consistency with the objectives, results and activities of the Action, expected impact; sustainability and cost-effectiveness.

4 Available at: [http://www.evropa.gov.rs/Documents/Home/DACU/12/74/NAD%202014-2017%20with%20projections%20until%202020%20\(english\).pdf](http://www.evropa.gov.rs/Documents/Home/DACU/12/74/NAD%202014-2017%20with%20projections%20until%202020%20(english).pdf)

In order to enable both the Programme and SME beneficiaries to reach their full potential in competitiveness development, the Programme is recruiting a pool of Consultants for SME and BSOs Competitiveness with specialised technical backgrounds. The duration of assignments will depend on the number of applications and type of businesses applying for the Programme support. Therefore, the pool will be consisted of consultants with one or more of the following specialties:

- Business finances – internal finances, financial planning and management
- SME related policies – analysis of legal framework
- Marketing and sales
- Access to finance - analysis of the available sources of funding
- Business management
- Production and technological processes in one of the following sectors: fruit and vegetable processing, dairy, confectionery, bakery, meat processing, metal processing, wood processing, etc.

More specifically, the Consultant for SMEs and BSOs will undertake the following activities/ responsibilities:

- Provide technical advice regarding thematic areas for provision of support to SMEs and BSOs, including definition of eligible activities to be supported by the Programme
- Provide technical advice regarding SME-related legal issues, including guidelines for assessment of their registration, ownership, finances and ethics of SME applicants
- Provide inputs for development of the outreach campaign for SMEs and BSOs including inputs for stakeholder mapping and analysis within the Programme Area of Responsibility (AoR)
- Provide inputs for development of the business plan template to be used as the application form for Calls targeting SMEs and BSOs
- Provide inputs for development of assessment criteria for Calls targeting SMEs and BSOs
- Provide technical advice regarding assessment of SME and BSO applicants and viability of submitted applications to the Programme Grant Evaluation Committee members, as needed
- Participate in meetings with the Programme's SME and BSO stakeholders in order to obtain information on their needs, as per request and guidelines from the Sector Manager
- During advertisement of the Call for Proposals (CFP), support delivery of info sessions and other outreach activities, by developing and giving presentations and guidance to potential applicants on business planning and other topics that would facilitate good quality applications
- Visit beneficiary SMEs in order to assess progress and effects of the project and provide technical advice related to strategic planning, management of finances, product development, innovations and other elements that would enhance SME performance⁵
- On as needed basis research current national and EU policies and regulations and provide inputs to the Programme on SME development potentials

3. Required Selection Criteria

a. Education

- Bachelor's Degree preferably in Economics or Business Administration or relevant field is required
- Master's degree in relevant discipline will be considered as an asset

b. Work Experience

- Two years of experience in finance sector or private business in Serbia in business finances and/or SME related policies and/or marketing and sales and/or access to finance and/or business management and/or production and/or technological processes is required
- Two years of consultancy experience in SME development in business finances and/or SME related policies and/or marketing and sales and/or access to finance and/or business management and/or production and/or technological processes is required
- Experience with the EU or the UN, or another international organisation is an asset

⁵ The Programme will have expected 170 projects benefiting SMEs and BSOs. While it is not expected from the Consultant for SMEs to visit all beneficiaries, the number of visits and travel may be at times significant.

c. Language Requirements

- Fluency in English and Serbian is required

d. Driving license

- Driving license and ability to travel independently is required

e. Core 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 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.

f. Functional Competencies

- Proven understanding of all SME competitiveness related aspects

- Proven understanding of Serbian business environment
- Strong knowledge of market development, innovation and project cycle management
- Good organizational and inter-personal skills
- Public speaking clear and focused, with ability to effectively communicate complex ideas to a non-specialist audience
- Formulates written information clearly and persuasively
- Accountability for management of time, establishing clear performance goals, standards, and responsibilities
- Demonstrates commitment to UNOPS' mission, vision and values, including cultural, gender, religion, race, nationality and age sensitivity and adaptability

Submission of Applications

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

<https://jobs.unops.org/Pages/ViewVacancy/VADetails.aspx?id=14610>

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 (CET)
- 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 staff positions only, UNOPS reserves the right to appoint a candidate at a level below 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