

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/2018/B5109/15313
Post Title: Office Cleaner (retainer position)
Post Level: LICA-1
Org Unit: ECR, RSOC, Serbia
Duty Station (DS): Belgrade, Serbia
Duration: Six months, renewable subject to satisfactory performance and funds availability
Closing Date: 18 April 2018

1. Programme Background

The United Nations Office for Project Services (UNOPS) mission is to help people build better lives and countries achieve sustainable development. UNOPS provides project management, procurement and infrastructure services to governments, donors and UN organisations. Its services can be advisory, implementation or transactional, with development of the national capacity always in focus.

UNOPS was the first organisation in the world that was awarded the four most prestigious accreditations in project management, including PRINCE2®, and one of five organisations in the world awarded the Gold Level from the Chartered Institute of Procurement and Supply. For its approach to project management and consistent quality UNOPS received ISO 9001 certification in 2011.

In Serbia, UNOPS has been active since 2000, became the Project Centre (RSPC) in 2013, and was reclassified, due a growing portfolio, to Operations Centre (RSOC) at the beginning of 2017. UNOPS has been a reliable partner of the Government of the Republic of Serbia in providing support for demanding socio-economic reforms and facilitating accession to the European Union.

Currently, the RSOC is implementing 13 projects focussed on: sustainable municipal development, recovery from damages incurred by May 2014 floods in Serbia and building climate-resilient infrastructure, creation of more favourable environment for employability, business and infrastructure growth, enhanced social inclusion via durable housing solutions and access to health, education and jobs for the most vulnerable population. All projects have good governance and gender equality as transversal theme.

2. Duties and Responsibilities

Purpose and Scope of Assignment

Under the supervision of the Receptionist/Registry/Administrative Assistant, the Office Cleaner is responsible for providing high standard of hygiene and cleanliness throughout the office premises by performing various cleaning duties.

In particular the Office Cleaner is responsible for:

- Detailed cleaning of office areas including moping and vacuuming of floors; dusting furniture, equipment, and partitions; emptying of wastebaskets and recyclables and disposing them to disposable area.
- Detailed cleaning of toilets including washing/disinfecting of sinks, floors, polishing of metalwork and replenishing of toilet supplies as appropriate.
- Maintaining of clean and orderly kitchen including facilities, equipment, appliances and floor.
- General cleaning of stairways/corridors, balconies and areas around the office premises.
- Washing of windows, door panels, partitions, etc. as appropriate.
- Perform basic gardening activities.
- Reporting to supervisor maintenance requirements.

Perform other duties as may be reasonably required and in line with the incumbent's scope of services above.

At the request of the UNOPS Serbia Operations Centres (RSOC) Manager and as may be reasonably required, provide support to other RSOC activities, in line with the scope of services above, in order to further the common objectives of the RSOC and its projects' donors.

3. Required Selection Criteria

a. Education

- Secondary education is required.

b. Work Experience

- No specific working experience is required
- Working experience with UN or International Organizations in providing cleaning services is desirable

c. Language Requirements

- Fluency in Serbian is required.
- Knowledge of English is an asset.

d. 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.

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=15313>

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