

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

### **Vacancy Details**

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**Vacancy code:** VA/2018/B5109/15583  
**Post Title:** Programme and Communications Assistant  
**Post Level:** LICA 4  
**Org Unit:** ECR, RSOC, Serbia  
**Duty Station (DS):** Belgrade, Serbia  
**Duration:** One year, renewable subject to satisfactory performance and funds availability  
**Closing Date:** 24 May 2018

### **1. General and Programme Background**

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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.

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 10 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.

The European Union Support to Municipal Development – EU PRO Programme<sup>1</sup> 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 Southern and Eastern Serbia.<sup>2</sup> The European Union (EU) allocated 25 million Euros for the Programme that will be implemented by the United Nations Office for Project Services (UNOPS) during 36 months.

There are three results that the Programme will achieve:

- Result 1: Improved technological structure of Small and Medium Sized Enterprises (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 self-governments, 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)<sup>3</sup>, 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.

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<sup>1</sup> 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>

<sup>2</sup> 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.

<sup>3</sup> 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)

## 2. Duties and Responsibilities

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### Purpose and Scope of Assignment

Under the overall supervision of the Deputy Programme Manager and direct supervision of the Communications Manager, the Programme and Communications Assistant will assist in design, implementation, monitoring and evaluation of Programme's communications and visibility activities. He or she will also provide assistance to the Programme related to establishment and maintenance of the archive, registers, monitoring and tracking tools as well as in compilation of plans, presentations, and simple documents.

The Programme and Communications Assistant works in close collaboration with colleagues all Programme Sectors, as well as in the organisation as a whole. He or she will undertake the following activities/responsibilities:

- Assist in the implementation of the External and Internal Communications Action Plans;
- Assists in the Programme related event management activities;
- Assists in the researches and drafting of social media, website and newsletter content and other Programme related correspondence;
- Provides inputs on Programme social media statistics to internal and external reports and publications according to set formats;
- Assists in the preparation of internal Procurement and Human Resources administrative documents related to the Communications Sector activities;
- Liaisons with external Communication Sector retainers – translators, photographers and designers to coordinate work and facilitate timely delivery of assigned tasks;
- Assist in monitoring the correct use of Programme brand on web and print content produced by partners;
- Continuous maintenance of the Programme archive, document databases (share-drive and online) including OneUNOPS platform, ensuring that the content is accurate, relevant and up-to-date;
- Assist in maintenance of risk issue, and quality registers, stakeholders contacts' data base and assist in stakeholders' analysis
- Continuous maintenance of the Programme photo archive and selection of appropriate graphics/images for inclusion with written content;
- Assists in the maintenance of the Programme website, by ensuring that online content is kept accurate, relevant and up-to-date;
- With contribution from sector teams, maintain the data base of basic information about EU PRO projects
- Establishes and continuously maintains all Programme monitoring tools of EU PRO support to LSGs including but not limited to all Projects tables, Programme Calendar of Events, Municipal profiles, Various Tracking Tools, Programme and Communication Sector database and similar;
- Assists in compilation of the Programme's Plans and documentation and sharing of Programme's lessons learned and best practices
- Provides assistance in development of materials and presentations relevant to organisation of meetings and workshops; meeting and workshop reports, simple administrative correspondence, and work relevant inputs to external reports and briefings
- Provide translation of short and simple documents from English to Serbian and vice versa

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

At the request of UNOPS Serbia Project Centre (RSOC) Manager and as may be reasonably required, provide support to RSOC activities in line with the scope of the services of this ToR, in order to promote the common objectives of the RSOC and donors of its projects.

### 3. Required Selection Criteria

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#### a. Education

- Secondary school diploma is required.
- Bachelor's Degree preferably in communications, public relations, journalism or a related social science will be considered an asset.

**b. Work Experience**

- Four years of experience in communications and/or project support functions is required in combination with a high school diploma.
- A Bachelor degree may substitute for some years of experience.

**c. Language Requirements**

- Fluency in Serbian and English 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.

### **Submission of Applications**

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Qualified candidates may submit their application, including a CV and Cover letter to UNOPS via UNOPS Jobs at following link:

<https://jobs.unops.org/Pages/ViewVacancy/VADetails.aspx?id=15583>

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**

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- 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.
- 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](http://www.unops.org)