

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

Vacancy Details

Vacancy code:	VA/2019/B5109/18309
Post Title:	Associate for Small and Medium-Sized Enterprises and Business Support Organisations (two positions)
Post Level:	LICA 6
Org Unit:	ECR, RSOC, Serbia
Duty Station (DS):	Multiple – Niš and Novi Pazar
Duration:	Ongoing ICA – Open-ended subject to organizational requirements, availability of funds and/or to satisfactory performance
Closing Date:	12 August 2019

1. Background Information – UNOPS Serbia

UNOPS is an operational arm of the United Nations, supporting the successful implementation of its partners' peacebuilding, humanitarian and development projects around the world. Our mission is to help people build better lives and countries achieve sustainable development.

UNOPS areas of expertise cover infrastructure, procurement, project management, financial management and human resources.

In Serbia, UNOPS has been active since 2000, became the Project Centre (RSPC) in 2012, and was reclassified, due a growing portfolio, to Operations Centre (RSOC) at the beginning of 2017. Since 2017, RSOC operations have expanded to North Macedonia, Georgia and Montenegro.

UNOPS has been a reliable partner primarily of the Government of Serbia, and later of the Governments of North Macedonia, Georgia and Montenegro, 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 socio-economic development, creation of more favourable 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.

EU PRO 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

¹ The Programmes 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.

- 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.

3. Functional Responsibilities

UNOPS Serbia Office is planning to fill two positions based on this Vacancy in the following cities: Niš and Novi Pazar.

Under the direct supervision of the Senior Officer for Small and Medium-Sized Enterprises (SMEs) and Business Support Organisations (BSOs), the Associate for SMEs and BSOs will be responsible for the implementation of projects and activities contributing to improved technological structure of SMEs and their ability to increase their market share and strengthened ability of BSOs to provide specialised services to SMEs. He/she will be assisting SMEs and BSOs in the assigned territory of the Programme Area of Responsibility (AoR) to implement activities resulting in increase of SMEs productivity, improved business operations, better market positioning and more competitive export, and creation of new jobs.

The Associate for SMEs and BSOs will undertake the following activities/responsibilities:

- Maintain professional relationship with the business community and other local stakeholders within the Programme AoR
- Contribute to presentation of the Programme's support to increased competitiveness of SMEs and strengthened ability of BSOs to provide specialised services to SMEs
- Provide specialised knowledge needed for development of the Calls for Proposals (CFPs) for SMEs and BSOs
- Organise trainings, information sessions, and other events related to promotion of the CFPs for SMEs and BSOs and capacity building of potential beneficiaries to adequately respond to the Calls
- Participate in evaluation of project proposals targeting SMEs and BSOs, as per request from the Senior Officer for SMEs and BSOs and/or the Project Manager
- With guidance from the Senior Officer for SMEs and BSOs, manage implementation of projects related to SME competitiveness and strengthened ability of BSOs to provide specialised services to SMEs
- Assess and ensure alignment of implemented activities with approved project proposals in terms of technical scope, engagement of resources, budget expenditure and agreed timeframe
- Provide technical assistance to the SME and BSO beneficiaries in order to ensure fulfilment of products' quality criteria, enhance outcomes, and address sustainability
- Provide inputs to Programme work, financial, and procurement plans in parts related to SME competitiveness and strengthened ability of BSOs to provide specialised services to SMEs
- Contribute to establishment and maintenance of archive related to SMEs and BSOs
- Provide timely and punctual information to the Sector team about SME and BSO services development milestones as well as about relevant external news about these fields
- With the guidance of the Senior Officer for SMEs and BSOs, coordinate work of retainers and service providers needed for implementation of the activities supporting SMEs and BSOs
- Contribute to identification and assessment of risks and implement mitigation measures in accordance with the Risk Management Strategy
- Contribute to qualitative and quantitative analysis of EU PRO results in SME competitiveness

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)
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- development and strengthened ability of BSOs to provide specialised services to SMEs
- Support dialogue and cooperation between SMEs, BSOs and relevant local and national stakeholders, regional development agencies, donors and other programmes in order to help them to identify common projects and funding mechanisms and establish partnerships
- Contribute to development of the Programme's reports and analysis related to SME competitiveness and provision of services to SMEs by BSOs, with particular attention to results of the Programme's initiatives
- With guidelines from the support services team and the Senior Officer for SMEs and BSOs, contribute to development of documentation needed for procurements and engagement of consultants related to SME competitiveness
- Manage SME and BSO related grant contracts, follow up of grant contract budgets and interim and final reporting in the assigned territory of the Programme Area of Responsibility
- Draft reports as envisaged by the Programme Document, while in particular considering progress against the indicators in the logical framework matrix
- Contribute to identification and sharing of the Programme's lessons learned and best practices
- Contribute to efficient and effective use of EU PRO and UNOPS tools for monitoring of Programme's performance, outputs and benefits
- Provide support to Programme's communication and visibility activities

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

At the request of the Head of Programme and as may be reasonably required, provide support to the Serbia Office activities in line with the scope of services above in order to further the common objectives of the Serbia Office and its projects' donors.

4. Required Selection Criteria

a. Education

- Secondary education is required
- Bachelor's degree preferably in economics, social sciences, or development studies is an asset

b. Certification

- PRINCE2 Foundation Certification – preferred

c. Work Experience

- Six years of experience in the implementation of projects targeting SMEs and BSOs in Serbia is required. Bachelor's degree may substitute for some years of experience.

d. Language Requirements

- Fluency in English and Serbian is required

e. Driving license

- Driving license and ability to travel independently is required

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, Cover Letter and a copy of relevant license to UNOPS via UNOPS Jobs at following link:

<https://jobs.unops.org/Pages/ViewVacancy/VADetails.aspx?id=18309>

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