



VACANCY ANNOUNCEMENT

Issued on 13 January 2020

Functional title:	Citizen Access Advisor
Duty station of assignment:	Vushtrri/Vucitrn with travel to municipalities of Mitrovica South and Skenderaj/Srbica
Type of contract:	Individual contractor
Duration of assignment:	6 working months (with possibility of extension)
Closing date for applications:	29 January 2020

Background

UN-Habitat has been actively assisting Kosovo institutions in the field of governance, spatial planning and municipal administration since 1999. Building on the results and tools generated by the Municipal Spatial Planning Support Programme (implemented from 2005 to 2016), UN-Habitat is now implementing the Inclusive Development Programme (2016-21), which aims to provide a strategic, comprehensive package of support to build municipal planning and management capacities, strengthen the social contract and social cohesion, and enhance coordination within a framework of inter-municipal cooperation and multi-level governance, with a view to foster inclusive development and good governance in northern Kosovo. The Programme is financed by the Swedish International Development Agency and jointly implemented with PAX and Community Building Mitrovica (CBM). It covers 7 municipalities in the northern Kosovo region: Leposavic/Leposaviq, Mitrovica South, Mitrovica North, Skenderaj/Srbica, Vushtrri/Vucitrn, Zubin Potok, and Zvecan/Zvecan.

The Programme's *Objective 2: Increase local government transparency, responsiveness and accountability through civil society mobilization and citizen participation* (mainly implemented by PAX and CBM) aims to strengthen civil society's capacity to advocate for local government transparency, responsiveness and accountability, and contribute to local government decision-making processes, including through establishment of Civil Society Catalytic Fund (CSCF); to foster social cohesion and collective efficacy by designing and institutionalizing processes and structures for dialogue and cooperation at local level; and by mainstreaming citizen participation in local policymaking through establishment of municipal capacities to engage in dialogue and cooperation with citizens and civil society.

The Programme's *Objective 3: Foster integration by nurturing local-central and inter-municipal dialogue and cooperation, and demonstrating tangible progress to citizens by investing strategically in practical infrastructure and service delivery improvements* (mainly implemented by UN-Habitat) aims to develop conflict-sensitive mechanisms to harmonize and coordinate municipal, regional and Kosovo-wide planning policies; implement practical infrastructure and service delivery improvements through a Capital Investment Facility (CIF); and to enhance local-central trust and dialogue.

As part of the support to deliver against Programme objectives 2 and 3, UN-Habitat is seeking to recruit one Citizen Access Advisor, who will fulfill the duties and responsibilities outlined below.

Purpose of the post

The general purpose of the post is to serve as a point of contact, reference and champion for citizens and civil society in their engagement with municipal institutions and personnel; as a liaison for municipal institutions and personnel in their engagement with citizens and civil society; as an internal municipal advisor and technical expert, working with municipal personnel and institutions to strengthen citizen participation in local government.

A programme implemented by:



and financed by:

SWEDISH
DEVELOPMENT
COOPERATION



Main tasks of the post

Under the supervision of the UN-Habitat Chief Technical Advisor (CTA), and in close coordination with the PAX Programme Manager Kosovo and CBM Executive Director, the post-holder's responsibilities will be as follows:

1. Local government transparency, responsiveness and accountability (75% of working time)

- Serve as a point of contact, reference and champion for citizens and civil society in their engagement with municipal institutions and personnel
- Serve as a liaison for municipal institutions and personnel in their engagement with citizens and civil society
- Lead, coordinate and provide technical expertise to finalisation and operationalization of municipal Citizen Participation Plans (CPPs), responding to the specific capacities and needs of the municipality and progressively consolidating citizen participation and consultation in policy formulation, planning, implementation and monitoring, to be developed in cooperation with the Inclusive Development Programme's Technical Advisor on CPPs, and in coordination with citizens and civil society
- Assist the Inclusive Development Programme's Technical Advisor on CPPs and programme staff to have the CPPs adopted in the Municipality Assemblies of Vushtrri/Vucitrn, Mitrovica South and Skenderaj/Srbica
- Provide expertise/training to Municipality representatives on implementation and monitoring of the CPP
- Provide expertise/training to CSOs representatives on implementation and monitoring of the CPP
- Provide technical on-the-job assistance, substantive inputs, guidance and counsel to relevant municipal personnel in the formulation, drafting and implementation of legislation, regulation, and procedures that contribute, specifically or implicitly, to citizen participation in local government decision-making
- Identify newly founded (if any) NGOs and encourage their participation in MRMT and other Programme related activities

2. Local-central and inter-municipal dialogue and cooperation (15% of working time)

- Provide technical advice for cooperation initiatives (knowledge-sharing, resource-pooling) to local governments within an inter-municipal cooperation framework
- [When started] Advise and support UN-Habitat, PAX and CBM on development and implementation of grants under the Capital Investment Facility (CIF) relevant to the municipality
- [When started] Support active citizen engagement with and monitoring of CIF decision-making processes and project implementation, and utilization of broader citizen participation and accountability innovations developed and implemented under objective 2.

3. Other tasks (10% of working time)

- Act as a liaison between the Inclusive Development Programme and its partners and municipal counterparts, as necessary
- Provide monthly progress reports and inputs to progress reports to UN-Habitat and CBM. Report on three monthly bases on the progress of the programme's impact
- Identify risks to the implementation of assigned actions, communicating such risks to the UN-Habitat and CBM and programme partners and any other parties involved, and drafting and implementing a risk management and containment strategy
- Provide logistical and administrative support and perform any other functions and tasks which may be required by the nature of the programme's activities.

Duty station

The work shall be performed from the municipal offices of Vushtrri/Vucitrn with regular travel to Mitrovica South and Skenderaj/Srbica municipalities. It is expected that the Citizen Access Advisor will reside in the municipality to which s/he is appointed, or the vicinity thereof. Transport to and from work will be the staff member's responsibility. Travel to partner municipalities and contacts with partners will be part of the work.

Work plan and products

The assignment will last at least 6 working months. The Citizen Access Advisor will submit a detailed work plan and a monthly progress report for evaluation/ discussions to UN-Habitat and CBM. In addition, the Citizen Access Advisor will deliver the products as described below:

- 1). At least [bi-monthly] meetings with relevant municipal officials and/or CPP WG members (narrative report)
- 2). At least [bi-monthly] coordination meetings with NGOs from the three municipalities on overall coordination of activities related to citizen participation/ or for any advice they may need (narrative report)
- 3). Weekly coordination meetings with programme staff & on CPP development
- 4). Quarterly report on the impact of the programme (Indicator based report)
- 5). At least two workshops with CPP WG from the 3 municipalities
- 6). Consultation process on CPP finalized by April 2020
- 7). Training outline on CPP to municipal and CSO representatives ready by end of April 2020, and delivery by mid-July 2020
- 8). Decision on the adoption of the CPP taken by the three municipal Assemblies

Competencies

Professionalism: Demonstrates professional competence and mastery of subject matter. Experience in project cycle management and M&E. Ability to conduct data collection and technical assessment using various methods, including field missions and interviews. Conceptual analytical and evaluative skills to conduct research and analysis. Ability to apply judgment in the context of assignments given, plan own work and manage conflicting priorities. Shows pride in work and in achievements; is conscientious and efficient in meeting commitments, observing deadlines and achieving results; is motivated by professional rather than personal concerns; shows persistence when faced with difficult problems or challenges; remains calm in stressful situations. *Communication:* Excellent and effective written and oral skills; ability to persuade people with varying points of view and to present information in a concise and accurate manner, ability to clearly communicate links between the organizations. *Planning and Organizing:* Proven ability to plan, coordinate and monitor own work and that of others. Ability to work under pressure and uses time efficiently. Identifies priority activities and assignments, adjust priorities as required. *Teamwork:* Ability to coordinate activities and teams. Works collaboratively with colleagues to achieve organizational goals. Solicits input by valuing others ideas and expertise and is willing to learn from others. Conflict management and consensus facilitation skills. *Creativity:* Strong conceptual thinking. Is not bound by current thinking or traditional approaches, takes calculated risks on new and unusual ideas; thinks “outside the box”, and offers new and different options to solve problems or meet client needs. Can easily develop clear plans in contexts with limited information and datasets.

Qualifications and requirements

NOTE: The quality and extent of the candidate’s qualifications, skills and experience in the requirements below will determine the grade/level to which a successful applicant will be appointed.

Education and experience

- Advanced university degree (Master or equivalent) in anthropology, economics, law, management, political science, public administration, sociology, or a related field, plus professional practical experience in related field

Language

- English is the working language of UN-Habitat Kosovo Office; professional-level command of English is required (reading, writing and speaking)
- Professional-level fluency in Albanian is required; working fluency in Serbian is a significant asset

Key skills

- Demonstrated experience promoting citizen participation and consultation in governance processes
- Proven track record of building effective working relationships with a variety of stakeholders, especially elected officials and civil servants at local level, as well as communities and civil society
- Sharp analytical capabilities, including the ability to apply conflict analysis and political economy analysis tools
- Exceptional written communication skills, with the ability to author a diverse array of knowledge products, including research papers and policy recommendations
- Experience in management of large- and medium-sized projects in the community or international development sectors preferred
- Up-to-date and deep understanding of social and political dynamics in northern Kosovo
- Extensive contacts with civil society and political actors in northern Kosovo, but a reputation for independence and political neutrality
- Able to work independently and responsibly under pressure, and as a member of broad and diverse teams

- Valid driving license and the ability to obtain a UN driver's license

Special considerations:

The candidate should be:

- Familiar with, and committed to the goals of UN-Habitat
- Willing to take responsibility, act professionally at all times, and make sure tasks are fully completed
- Sensitive to gender issues and issues of concern to vulnerable groups
- Flexible and prepared to pursue goals through teamwork

HOW TO APPLY

Interested candidates must submit an email quoting **the post title and the duty station** to the email address: **recruitment@unhabitat-kosovo.org**

with the following documents/information to demonstrate their qualifications:

1. **Cover letter** explaining why they are the most suitable for the work
2. **Completion of a CV in P11 Form** which can be downloaded at:
http://unhabitat-kosovo.org/wp-content/uploads/2019/08/p11_form.doc
The CV shall include information on the past experience in similar projects and at least 3 references.
3. **Financial Proposal**. The offeror's letter including form for the financial proposal can be downloaded at:
http://unhabitat-kosovo.org/wp-content/uploads/2019/08/Financial_proposal_IC.docx

Deadline for applications: 29 January 2020

UN-Habitat does not charge a fee at any stage of the recruitment process. If you have any questions concerning persons or companies claiming to be recruiting on behalf of these offices and requesting the payment of a fee, please contact: recruitment@unon.org