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TERMS OF REFERENCE FOR TEMPORARY APPOINTMENT

Title: Facility Services Specialist
Level: P3
Appointment Type: Temporary Appointment (TA)
Duration: 4 months
Duty Station: Dakar, Senegal
Reporting to: Chief UNHMU, P5

BACKGROUND:

The Government of Senegal has made a state-of-the-art complex in Diamniadio, called "La Maison des Nations Unies de Diamniadio (MONUD), available to the United Nations System under a formal Memorandum of Agreement (MoA). Within this common premises framework, UN agencies in Senegal will pool administrative and facility management services, under the management of UNICEF as the lead agency. A dedicated United Nations House Management Unit (UNHMU), hosted by UNICEF, is tasked with delivering these shared services as well as the preparation, transition and operation of common premises.

To ensure a seamless, high-efficiency transition towards the MONUD, UNICEF is recruiting a Facility Management Specialist (TA).

Strategic office context:
The Facility Management function is a strategic operational partner, supporting reliable infrastructure, prudent resource management, business continuity and client satisfaction. Working with participating agencies, Government counterparts, technical service providers, ICT teams and UNDSS, the function helps ensure that facilities enable United Nations entities to deliver their mandates effectively.

PURPOSE OF THE ASSIGNMENT:

Under the supervision and guidance of the Chief of the UN House Management Unit, the Facility Management Specialist provides technical and operational support for the safe transition to occupancy and reliable operation of the UN House in Diamniadio.

The incumbent supports technical readiness and handover, plans and monitors maintenance, oversees assigned service providers, coordinates facility-related client requests and supports effective management of assets, utilities, operating costs and technical risks.

Following possession, the incumbent implements assigned UNHMU responsibilities within the approved contractual and governance arrangements.

MAJOR RESPONSIBILITIES:

1. Technical readiness, handover and operational transition

Support joint condition surveys, commissioning checks and readiness assessments of premises and essential building systems in coordination with qualified specialists and relevant counterparts. Document outstanding defects, operational limitations and corrective actions, and escalate issues affecting safe occupancy.

Maintain a consolidated technical handover register covering equipment inventories, as-built drawings, manuals, warranties, test certificates, service history and access arrangements. Coordinate training and knowledge transfer from the developer and contractors to UNHMU personnel and service providers.

Support phased occupation and agency relocations by assessing space readiness, access routes, loading arrangements, installation requirements and interfaces with ongoing works. Facilitate each agency's use of moving services according to its needs and procedures; do not substitute for the agency's contracting authority.

2. Maintenance planning and building-system reliability

Develop and implement preventive and corrective maintenance schedules for electrical distribution, backup power, HVAC, plumbing, water and sanitation systems, drainage, vertical transportation, fire protection and other installed equipment, as applicable to the UN-managed perimeter.

Coordinate qualified technicians and contractors, verify work quality and completion, and maintain equipment and intervention records. Establish priorities according to safety, criticality, service disruption and lifecycle cost.

Monitor high-risk conditions, including electrical faults, humidity, water ingress and flooding exposure. Arrange specialist inspections where required and track corrective actions without undertaking work outside the incumbent's qualifications or authorization.

3. Contract management, procurement and technician coordination

Prepare technical specifications, Terms of Reference, cost estimates and technical inputs for procurement of maintenance services, technicians, general support services, spare parts and equipment. Participate in technical evaluations when designated and maintain impartiality and appropriate documentation.

Monitor assigned contracts against agreed service levels, staffing requirements, response times and deliverables. Verify service completion and recommend payment on the basis of documented acceptance, within delegated responsibilities.

Coordinate the daily work of contracted technicians and general support personnel through appropriate contractual channels. Verify qualifications, work allocation, protective equipment and contingency coverage, and report performance gaps to the supervisor.

4. Workplace safety, accessibility and business continuity

Support facility-related risk assessments, safe-work procedures, permit-to-work arrangements and contractor induction. Coordinate with UNDSS and other responsible functions on emergency access, evacuation readiness and fire/life-safety interfaces without assuming UNDSS security responsibilities.

Monitor compliance with applicable technical requirements and approved procedures; report unsafe conditions and recommend restrictions or corrective measures. Support accessibility, staff wellbeing and safe use of offices and common areas.

Prepare facility contingency arrangements for utility outages, critical equipment failure, flooding and other disruptions. Coordinate incident response within assigned responsibilities and document lessons learned.

5. Assets, space, utilities and environmental sustainability

Maintain technical equipment registers and support asset verification, spare-parts control and responsible storage in coordination with the designated asset-management function.

Support office layouts, signage, shared-space arrangements and minor adaptations within the approved occupancy plan. Coordinate technical interfaces at the delivery hub, basement and common areas, subject to access and safety restrictions.

Track electricity, water, fuel and other relevant consumption; analyse trends and recommend practical measures to improve efficiency, reduce waste and optimize lifecycle costs. Support environmentally responsible maintenance and waste-management practices.

6. Client service, coordination, data and reporting

Support the use of the service delivery platform, *UNified services,* for recording, prioritizing and tracking facility-service requests, maintaining clear escalation and closure procedures and reliable service records.

Coordinate with agency focal points, Government counterparts and service providers to clarify needs, communicate operational constraints and resolve facility issues. Prepare technical updates for UNHMU management and inter-agency coordination forums when requested.

Maintain performance dashboards covering maintenance completion, equipment downtime, response times, contractor performance, utility consumption, expenditure and client feedback. Contribute to budget planning, expenditure monitoring and risk reporting under the supervisor's guidance.

7. Capacity development and continuous improvement

Lead the development of administrative and facility related Standard Operating Procedures, checklists and practical technical guidance. Support knowledge transfer, technician coaching and documentation of lessons learned during the transition and initial operational period.

Identify improvements to service delivery and recommend adjustments to maintenance arrangements, resource allocation and client communications. Perform other related duties as required.

C. Key outcomes and Deliverables

Phase / Focus Area	Key Deliverables	Expected Timeline
Safe and Efficient Transition to UN House	• Coordinate the infrastructure readiness, technical inspections, proper takeover and a smooth transition to the new premises.	December 2026
Relocation & Facilities Management	• Reliable Facility Operations and Maintenance: coordination the implementation of preventive maintenance plans to ensure service continuity, asset protection and a safe, productive working environment. • Effective Contractor Oversight and Service Delivery: Monitor service providers' performance, ensure compliance with contractual obligations and promote quality services, accountability and value for money.	January 2026 March 2026

Resource Management and Risk Mitigation	• Optimize utility consumption, strengthen asset lifecycle management and proactively identify and address technical risks to ensure operational sustainability. • Established and maintained a technical risk register, with clear mitigation, escalation and monitoring mechanisms, alongside a documented framework defining roles and responsibilities to ensure operational continuity, prevent maintenance gaps and avoid inappropriate transfer of liabilities.	Ongoing January 2026

QUALIFICATIONS AND EXPERIENCE

Education:

An advanced university degree (Master's degree or equivalent) in civil, mechanical, electrical or industrial engineering; facilities management; building services engineering; construction management; Business administration; Financial management; or another directly relevant technical field is required.

Professional certification in facilities management, asset management, project management, occupational health and safety or energy management is desirable.

Experience:

- A minimum of five years of relevant professional experience, at the national and/or international level, in facilities management, building engineering, technical maintenance or UN business operations management is required.
- Experience in preventive and corrective maintenance planning, contractor performance monitoring, technical procurement inputs and management of building equipment/systems is required.
- Experience coordinating multidisciplinary technicians and service providers, supporting client-oriented service delivery and managing operational risks is required.
- Experience in the United Nations system, an international organization or a large public/private institution, particularly in shared or common premises, is an asset.
- Proficiency in Microsoft Office applications and interpretation of technical drawings and maintenance documentation is required. Experience with computerized maintenance management systems, service-request platforms or building management systems is an asset.

Language Requirements:

- Fluency in French and a Good knowledge of English are required. Knowledge of a local language of the duty station is an asset.

Key Competencies:

- Emotional Intelligence: Demonstrates self-awareness, empathy and interpersonal sensitivity, fostering positive working relationships and effectively managing challenging situations.

- Managing Complexity and Change: Demonstrates adaptability, resilience and sound judgment in navigating complex environments, managing competing priorities and supporting effective organizational change.

Technical Skills:

- Good knowledge of premises management, contractors and commercial vendors management.
- Advanced capacity in managing engineers, technicians and facility contractors, with the ability to convert complex issues/information into actionable recommendations.
- Strong understanding of understanding of multi-UN agencies coordination and operations, administration, and UNICEF-led contractual processes.
- Strong facilitation, negotiation, partnership and technical advisory skills, including the ability to build consensus across institutions with different mandates and capacities.
- Ability to lead innovation and change, standardize complex workflows, develop capacity and deliver high-quality outputs in a rapidly changing emergency environment.

Core Values:

Care, Respect, Integrity, Trust, Accountability, Sustainability

Core Competencies:

- Nurtures, leads and manages people (2)
- Demonstrates Self Awareness and Ethical Awareness (2)
- Works Collaboratively with others (2)
- Builds and Maintains Partnerships (2)
- Innovates and Embraces Change (2)
- Thinks and Acts Strategically (2)
- Drive to achieve impactful results (2)
- Manages ambiguity and complexity (2)

Child Safeguarding (Please respond with Yes or No)	
Is this role a representative, deputy representative, chief of field office, the most senior child protection role in the office, child safeguarding focal point, or investigator (OIAI)?	No
Is this post a direct contact role in which incumbents will be in contact with children either face-to-face, or by remote communication, but the communication will not be moderated and relayed by another person?	No
Is this post a child data role in which incumbent will be manipulating or transmitting personal-identifiable information on children such as names, national id, location data, or photos)?	No
The selected candidate for this position will be required to engage with vulnerable children:	No