

Posting Title : HUMAN RESOURCES OFFICER,NOC  
Job Code Title : HUMAN RESOURCES OFFICER  
Department/ Office : Regional Service Centre at Entebbe  
Location : ENTEBBE  
Posting Period : 9 November 2021-8 December 2021  
Job Opening number : 21-HRE-RSCE-168042-R-ENTEBBE (R)  
Staffing Exercise : N/A

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**United Nations Core Values: Integrity, Professionalism, Respect for Diversity**

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### **Org. Setting and Reporting**

The Department of Operational Support (DOS) was established to provide end-to-end operational support, advisory services and other solutions to operating entities across the Secretariat, including departments, offices away from headquarters, peace operations, and regional commissions.

The Regional Service Centre in Entebbe, Uganda (RSCE), was established in July 2010, following the adoption of General Assembly resolution 64/269. The Centre provides efficient, client-oriented and scalable services with the goal of moving transactional, non-location-dependent administrative functions to the Centre from its client entities. This includes transactional elements of human resources, finance, multimodal movement and control, personnel and cargo transport and information and communications technology (ICT) support. In addition to these services, the Office of the Director RSCE and support offices through the Deputy Director RSCE provides overall guidance on the operations of the RSCE including strategic planning, communication, budgeting, human resources management, property management, quality assurance and business intelligence, conference services, record keeping and archive management, and audit response and risk management.

For more information, please visit <https://rsce.unmissions.org>.

This position is located in the International Benefits and Payroll Service Line (IBPSL) within the Benefits and Payroll Pillar. The Human Resources Officer at this level reports to the IBPSL Manager.

### **Responsibilities**

## Main Duties and Responsibilities

Within delegated authority, the Human Resources Officer will carry out the following duties:

- Provides guidance and direction to the Allowance & Payments or Benefits & Entitlements Service Delivery area consisting of 12 Service Lines.
- Provides advice and support to managers and staff on human resources related matters.
- Prepares special reports and participates and/ or leads special human resources projects.
- Keeps abreast of developments in various areas of human resources.

## Administration of Benefits and Entitlements

- Provides advice on interpretation and application of policies, regulations and rules. Reviews and provides advice on exceptions to policies, regulations and rules.
- Administers and provides advice on salary and related benefits, travel and social security entitlements in full compliance with the staff rules and regulations.
- Determines and recommends benefits and entitlements for staff based on contractual status.
- Reviews policies and procedures and recommends changes as required.
- Reviews and recommends level of remuneration of consultants.
- Supervises and monitors the work of the Human Resources Assistants in carrying out all human resources administrative transactions, including preparation of personnel actions, maintenance of staffing tables and processing of contracts.
- Processes the entitlements, benefits and payroll for international civilian staff on behalf of the Client Missions and / or RSCE, as well as claims for official travel and expense reimbursements.
- Manages the Service Line as appropriate in the business processes related to payroll, leave entitlements, contract extensions, other entitlements, separations and final payments for international civilian staff.
- Monitors and evaluates the effectiveness of related guidelines, staff rules, HR rules and regulations, practices and procedures, and makes recommendations through the Service Line Manager where necessary.
- Ensures accurate processing of entitlements and benefits of international staff members in the RSCE, such as Personnel Administration of contracts, Personnel administration of movements, Time management and Separations.
- Provides advice to internal and external clients on benefits and entitlements, Staff rules and regulations and HR guidelines and promotes a collaborative and client-oriented approach.
- Determines, certifies and processes financial entitlements related to appointments, reassignments, ongoing entitlements and salaries.
- Ensures accurate and complete submission of claims and entitlements.
- Reviews and recommends revisions to HR policy guidelines relating to benefits and entitlements as deemed necessary.
- Performs HR administration of benefits and entitlements in Umoja in line with the delegation of authority.

- Measures performance against established Key Performance Indicators (KPIs).
- Processes contract extensions, leave, salary entitlements and allowances for international civilian staff.

#### Other duties

- Advises staff on responsibilities, code of conduct and procedures associated with entitlements.
- Provides general office support services; drafts and/ or processes a variety of correspondence and other communications.
- Sets up and maintains reference files/ records (electronic and paper).
- Undertakes research on a range of HR related issues and assists in the preparation of notes/ reports.
- Maintains automated database containing HR related statistics and prepares periodic reports.
- Assists in the preparation of necessary documentation for distribution to the Service Line and the Client Missions.
- Performs other duties as required.

### **Competencies**

Professionalism – Shows pride in work and in achievements; demonstrates professional competence and mastery of subject matter; 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. Takes responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work.

Client Orientation - Considers all those to whom services are provided to be "clients" and seeks to see things from clients' point of view; Establishes and maintains productive partnerships with clients by gaining their trust and respect; Identifies clients' needs and matches them to appropriate solutions; Monitors ongoing developments inside and outside the clients' environment to keep informed and anticipate problems; Keeps clients informed of progress or setbacks in projects; Meets timeline for delivery of products or services to client.

Planning & Organizing - Develops clear goals that are consistent with agreed strategies; Identifies priority activities and assignments; adjusts priorities as required; Allocates appropriate amount of time and resources for completing work; Foresees risks and allows for contingencies when planning; Monitors and adjusts plans and actions as necessary; Uses time efficiently.

### **Education**

Advanced University Degree (Master's degree or equivalent) in business or public administration, finance, human resources management, social sciences, education or in a related field with a 5 year experience is required. In the case of a First-level university degree 7 years of qualifying experience will be required.

## **Job Specific Qualifications**

### **Work Experience**

At least five (5) years of progressively responsible experience in human resources management, administration or related area at the national or international level is required. In case of Bachelor's degree holders, seven (7) years of progressively responsible experience is required.

At least two years of experience and practice of Enterprise Resource Planning (ERP) is required.

Experience with human resources systems and management in an international setting is desirable.

Experience working in a United Nations common system field operation (inclusive of peacekeeping, political missions and UN agencies, funds and programmes) – or similar international organization or non-governmental organization – in a conflict or post-conflict setting is desirable.

Experience in a shared service Centre is desirable.

At least two years of hands-on experience in using Business Intelligence Reporting tools, analyzing data and preparing management reports is required.

### **Languages**

English and French are the working languages of the United Nations Secretariat. Fluency in English (both oral and written) is required; knowledge of the other is desirable.

## **Assessment**

Evaluation of qualified candidates may include an assessment exercise which may be followed by competency-based interview.

## **Special Notice**

This post is funded for an initial period of one year and may be subject to extension.

The United Nations Secretariat is committed to achieving 50/50 gender balance in its staff.

Female candidates are strongly encouraged to apply for this position.

Staff Members are subject to the authority of the Secretary-General and to assignment by him or her. In this context, all staff are expected to move periodically to new functions in their careers in accordance with established rules and procedures.

## **United Nations Considerations**

According to article 101, paragraph 3, of the Charter of the United Nations, the paramount consideration in the employment of the staff is the necessity of securing the highest standards of efficiency, competence, and integrity. Candidates will not be considered for employment with the United Nations if they have committed violations of international human rights law, violations of international humanitarian law, sexual exploitation, sexual abuse, or sexual harassment, or if there are reasonable grounds to believe that they have been involved in the commission of any of these acts. The term "sexual exploitation" means any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another. The term "sexual abuse" means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions. The term "sexual harassment" means any unwelcome conduct of a sexual nature that might reasonably be expected or be perceived to cause offence or humiliation, when such conduct interferes with work, is made a condition of employment or creates an intimidating, hostile or offensive work environment, and when the gravity of the conduct warrants the termination of the perpetrator's working relationship. Candidates who have committed crimes other than minor traffic offences may not be considered for employment.

Due regard will be paid to the importance of recruiting the staff on as wide a geographical basis as possible. The United Nations places no restrictions on the eligibility of men and women to participate in any capacity and under conditions of equality in its principal and subsidiary organs. The United Nations Secretariat is a non-smoking environment.

The paramount consideration in the appointment, transfer, or promotion of staff shall be the necessity of securing the highest standards of efficiency, competence, and integrity. By accepting an offer of appointment, United Nations staff members are subject to the authority

of the Secretary-General and assignment by him or her to any activities or offices of the United Nations in accordance with staff regulation 1.2 (c). In this context, all internationally recruited staff members shall be required to move periodically to discharge new functions within or across duty stations under conditions established by the Secretary-General.

Applicants are urged to follow carefully all instructions available in the online recruitment platform, *inspira*. For more detailed guidance, applicants may refer to the Manual for the Applicant, which can be accessed by clicking on "Manuals" hyper-link on the upper right side of the *inspira* account-holder homepage.

The evaluation of applicants will be conducted on the basis of the information submitted in the application according to the evaluation criteria of the job opening and the applicable internal legislations of the United Nations including the Charter of the United Nations, resolutions of the General Assembly, the Staff Regulations and Rules, administrative issuances and guidelines. Applicants must provide complete and accurate information pertaining to their personal profile and qualifications according to the instructions provided in *inspira* to be considered for the current job opening. No amendment, addition, deletion, revision or modification shall be made to applications that have been submitted. Candidates under serious consideration for selection will be subject to reference checks to verify the information provided in the application.

Job openings advertised on the Careers Portal will be removed at 11:59 p.m. (New York time) on the deadline date.

### **No Fee**

THE UNITED NATIONS DOES NOT CHARGE A FEE AT ANY STAGE OF THE RECRUITMENT PROCESS (APPLICATION, INTERVIEW MEETING, PROCESSING, OR TRAINING). THE UNITED NATIONS DOES NOT CONCERN ITSELF WITH INFORMATION ON APPLICANTS' BANK ACCOUNTS.