

Posting Title : HUMAN RESOURCES ASSISTANT, FS5  
Job Code Title : HUMAN RESOURCES ASSISTANT  
Department/ Office : Regional Service Centre at Entebbe  
Location : ENTEBBE  
Posting Period : 19 January 2023-17 February 2023  
Job Opening number : 23-HRE-RSCE-199864-R-ENTEBBE (M)  
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 in the Regional Service Centre Entebbe (RSCE) is located in the International Benefits and Payroll Service Line (IBPSL). The incumbent will report to the Human Resources Officer.

### **Responsibilities**

#### Administration of entitlements and benefits

- Accurately process the entitlements, benefits and payroll for the international civilian staff on behalf of the Client Missions and/or the RSCE, as well as claims for official travel and expense reimbursements.
- Assist in business processes related to payroll, leave entitlements, contract extensions, other entitlements, separations and final payments for civilian staff, non-staff and uniformed personnel.
- Provide assistance with regard to on-boarding, travel arrangements, payment of settling-in grants, check-in, check-out and separation activities for civilian staff, as well as the installation and repatriation of recognized dependents.
- Monitor and evaluate the effectiveness of related guidelines, staff rules, HR rules and regulations, practices and procedures, and make recommendations through the Service Delivery Manager where necessary.
- Process and administer end to end entitlements and benefits of International staff members in the RSCE in an efficient and timely manner, i.e., Personnel Administration of Contracts, Personnel administration of movements, Time Management and Separations. Prepare justifications for exceptions for review by the supervisor.
- Provide guidance and advice to internal and external clients on Benefits and Entitlements, Staff Rules and Regulations and HR guidelines as first point of contact and promote a collaborative and client-oriented approach.
- Review requests for entitlements and claims. Handle non-routine and complex cases, undertaking if necessary, research. Make appropriate recommendations where exception is required.
- Assist the service line with the administration and certification on the processing of benefits and entitlements processes in compliance with the Rules and Financial framework.
- Determine, certify and process financial entitlements related to appointments, reassignments, ongoing entitlements and salaries. Engage in comprehensive HR strategy including benefits and entitlements management.
- Make recommendation and proposals to the design and development of the delivery processes.
- Perform HR Administration of Benefits and Entitlements in UMOJA in line with the delegation of authority, maintains UMOJA entitlements and HR local contracts and administration roles.
- Assist in the review and processing of data pertaining to conditions of service.
- Resolve queries escalated in Ineed in UMOJA.
- Supervise and monitor the work of Human Resources assistants at the lower levels in carrying out human resources transactions.
- Assist in resolving complex HR related issues and problems by conducting necessary research and prepare draft for review by the supervisor.

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#### General

- Provide general office support services; analyse incoming correspondence, draft and/or process a variety of correspondence and other communications.

- Set up, maintain and monitor reference files/records (electronic and paper).
- Schedule appointments/meetings, monitor deadlines, etc.
- Undertake research on a range of HR related issues and prepare notes/reports.
- Maintain and monitor automated database containing HR related statistics and prepare periodic reports to HR management
- Prepare necessary documentation for distribution to various offices, departments and overseas offices.
- Perform a variety of administrative duties (e.g. leave recording, request for office supplies and equipment, etc.).
- Provide guidance/training to less experienced staff.

## **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.

**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.

**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.

## **Education**

High school or equivalent diploma is required.

## **Job Specific Qualifications**

Completion of a specialized Umoja HR Partners training course and certification for designation as UMOJA HR Partner, or similar training and certification is desirable.

## **Work Experience**

A minimum of eight (8) years of experience in human resources management, administrative services or related area with human resources systems using SAP and administering entitlements in an international setting is required.

Experience in application of UN staff rules and regulations in an operational environment including administration of a broad range of entitlements and benefits using SAP or Umoja 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.

Sound experience working in a shared service centre is desirable.

## **Languages**

English and French are the working languages of the United Nations Secretariat. For the advertised post, fluency in English is required. Knowledge of another UN official language 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 appointment or assignment and renewal thereof are subject to the availability of the post or funds, budgetary approval or extension of the mandate.

- 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.

At the United Nations, the paramount consideration in the recruitment and employment of staff is the necessity of securing the highest standards of efficiency, competence and integrity, with due regard to geographic diversity. All employment decisions are made on the basis of qualifications and organizational needs. The United Nations is committed to creating a diverse and inclusive environment of mutual respect. The United Nations recruits and employs staff regardless of gender identity, sexual orientation, race, religious, cultural and ethnic backgrounds or disabilities. Reasonable accommodation for applicants with disabilities may be provided to support participation in the recruitment process when requested and indicated in the application.

The United Nations Secretariat is committed to achieving 50/50 gender balance and geographical diversity in its staff. Female candidates are strongly encouraged to apply for this position.

For this position, applicants from the following Member States, which are unrepresented or underrepresented in the UN Secretariat as of 30 September 2022, are strongly encouraged to apply: Afghanistan, Andorra, Angola, Antigua and Barbuda, Bahrain, Belize, Brunei Darussalam, Cabo Verde, Central African Republic, Chad, China, Comoros, Cuba, Democratic People's Republic of Korea, Djibouti, Dominica, Equatorial Guinea, Gabon, Grenada, Guinea-Bissau, Haiti, Israel, Japan, Kiribati, Kuwait, Lao People's Democratic Republic, Lesotho, Liberia, Libya, Liechtenstein, Malta, Marshall Islands, Federated States of Micronesia, Monaco, Mozambique, Namibia, Nauru, Norway, Oman, Palau, Panama, Papua New Guinea, Paraguay, Qatar, Republic of Korea, Saint Lucia, Saint Vincent and the Grenadines, Samoa, San Marino, Sao Tome and Principe, Saudi Arabia, Slovenia Solomon Islands, South Sudan, Timor-Leste, Turkmenistan, Tuvalu, United Arab Emirates, United States of America, Vanuatu.

An impeccable record for integrity and professional ethical standards is essential.

The United Nations Secretariat maintains rosters of qualified and available candidates to fill anticipated job openings in peacekeeping operations, special political missions, and other field operations.

### **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.