

Posting Title : HUMAN RESOURCES OFFICER, STAFF AND CAREER DEVELOPMENT, P3
Job Code Title : HUMAN RESOURCES OFFICER
Department/ Office : Regional Service Centre at Entebbe
Location : ENTEBBE
Posting Period : 12 June 2024-11 July 2024
Job Opening number : 24-HRE-RSCE-236694-R-ENTEBBE (M)
Staffing Exercise : N/A

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

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>.

The Human Resources and Talent Management Unit is located in the Deputy Director RSCE Pillar of the United Nations Regional Service Centre, Entebbe (UN RSCE). The incumbent reports to the Chief Human Resources Officer in the Human Resources and Talent Management Unit.

Responsibilities

Within delegated authority, the Human Resources Officer will be responsible for the following duties:

Staff and career development

- Develops a framework for continuous assessment of the skills, expertise and knowledge of staff members, ensuring participation of staff in relevant training programmes and designing individual on-the-job and group training programmes on specific subject matters, including in the use of the Organization's systems and ERP (Umoja, Inspira, etc.)
- Develops a structured talent management framework and approach and advises managers and staff on the relevant initiatives and programmes for staff and career development.
- Identifies staff development needs in relation to the Centre's mandate and key operations.
- Advises staff on training opportunities in all areas giving particular attention to developing and implementing career development paths for staff members.
- Conducts regular research and benchmark exercises in the UN system and globally to identify best practices in the area of staff and career development relevant to RSCE staff.
- Acts as a facilitator for career-oriented discussions between Managers and Supervisors and their staff members, for cross fertilization around career development needs and opportunities for staff members.
- Provides regular information on global vacancies and opportunities for staff members and works with the relevant stakeholders at all levels as a conduit for Organization-wide initiatives and as the initiator of individual career advice and counselling.

Talent Management/Recruitment and Staff Selection

- Helps determine appropriate feedback frameworks and systems for effective talent management programs and initiatives, using the relevant methods and tools.
- Designs, assesses, and develops appropriate key talent management indicators relevant to the operations of the Center, including for specific positions and Units.
- Assists in the implementation of programs and initiatives aim at attracting, measuring, developing, and managing a RSCE's talent pool, and helps RSCE's management evaluate the effectiveness of its talent strategies.
- Monitors vacant posts of assigned level/group and ensures adherence to policies and procedures in filling these posts.
- Contributes to the recruitment process and support the development of recruitment strategies and plans, coordinating with client offices in forecasting and identifying vacancies, preparing job openings, reviewing and screening of candidates.
- Participates in task forces and working groups identifying issues/problems, formulating policies and guidelines, and establishing new procedures on recruitment and staff selection.
- Supports in aligning talent management to training or development programs to ensure organizational goals are met.
- Ensures all relevant talent management indicators and actions are set up effectively implemented, liaise with Managers and Supervisors to ensure such plans, strategies and indicators are reviewed and regularly updated

Performance Management

- Supports the Center in the implementation of the performance appraisal system and monitors its compliance with the performance management system, providing guidance and substantive support throughout the performance cycle.
- Coordinates training/orientation programmes in performance management and supervisory skills, including preparing work plans, conducting mid-term reviews and end-of-cycle assessments.
- Advises and supports staff and Managers in cases of underperformance and facilitates the implementation of a Performance Improvement Plan (PIP) or other remedial measures, when required.
- Conducts the analysis and interpretation of performance management information to actively drive improvements and embed a performance management culture throughout all levels of the RSCE.
- Provides periodic reports and dashboards on Performance Management in relation to the relevant KPIs to Senior Management and the governance bodies of the RSCE, and to support performance and talent discussions.
- Identifies bottle necks to effective performance management, both functional and geographical, and proposed solutions that consider best practice experience from the private sector.

Training

- Develop the RSCE annual training plan based on the strategic priorities set by the Centre.
- Develops tools and methodologies to gather staff training needs from Managers and Supervisors, feeding in the talent management action plan.
- Monitors the execution of the training plan by ensuring that all stakeholders comply with the training targets set for the year by the stakeholders.
- Ensures that resources are budgeted and allocated to the proper execution of the training plan.
- Develops relevant training KPIs to measure the output, outcomes, and impact of the yearly training plan.
- Partner with the Managers and Supervisors to provide support to and respond to questions from staff regarding learning opportunities.
- Conduct focus groups discussions and interviews with various levels of stakeholders to gather input for talent management programs design and enhancements.
- Performs other duties as required.

Competencies

- **Professionalism:** Knowledge of talent management and career development policies, practices, procedures, and tools and ability to apply them in an organizational setting. Ability to identify issues, analyze and formulate opinions, make conclusions and recommendations pertaining to talent management and career development. Strong analytical skills, ability to analyze data, draw conclusions and provide data-driven recommendations and reports. Understanding of the key issues and challenges associated to talent management and career

development and proposing workable solutions to address such issues. 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.

Teamwork: Works collaboratively with colleagues to achieve organizational goals; Solicits input by genuinely valuing others' ideas and expertise; is willing to learn from others; Places team agenda before personal agenda; Supports and acts in accordance with final group decision, even when such decisions may not entirely reflect own position; Shares credit for team accomplishments and accepts joint responsibility for team shortcomings.

Leadership: Serves as a role model that other people want to follow empowers others to translate vision into results; is proactive in developing strategies to accomplish objectives; establishes and maintains relationships with a broad range of people to understand needs and gain support; anticipates and resolves conflicts by pursuing mutually agreeable solutions; drives for change and improvements; does not accept the status quo; shows the courage to take unpopular stands. Provides leadership and takes responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work; demonstrates knowledge of strategies and commitment to the goal of gender balance in staffing.

Education

Advanced university degree (Master's degree or equivalent) in human resources management, business or public administration, social sciences, education or related area. A first-level university degree in combination with two additional years of qualifying experience may be accepted in lieu of the advanced university degree.

Job Specific Qualifications

Work Experience

A minimum of five years of progressively responsible experience in human resources management, administration or related area is required.

A minimum of two years of relevant experience in developing, executing, and monitoring training plans as well as practices and procedures in the area of career development is required.

Experience in the provision of advice and guidance to staff and management in the area of career development is required.

Experience in the human resources management in an international setting, and particularly sound understanding of talent management and career development issues is desirable.

Experience in designing dashboards and reports on matters pertaining to talent management and career development is desirable.

Languages

English and French are the working languages of the United Nations Secretariat. For this position, fluency in written and spoken English is required. Knowledge of French 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. Extension of the appointment is subject to extension of the mandate and/or the availability of the funds.

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.

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. Pursuant to section 7.11 of ST/AI/2012/2/Rev.1, candidates recruited through the young professional's programme who have not served for a minimum of two years in the position of their initial assignment are not eligible to apply to this position.

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.

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

For this position, applicants from the following Member States, which are unrepresented or underrepresented in the UN Secretariat as of 30 Nov 2023, are strongly encouraged to apply: Afghanistan, Andorra, Angola, Antigua and Barbuda, Bahrain, Belize, Brunei Darussalam, Cabo Verde, Central African Republic, Chad, China, Cuba, Democratic People's Republic of Korea, Djibouti, Dominica, Equatorial Guinea, Gabon, Grenada, Guinea-Bissau, Hungary, Israel, Japan, Kiribati, Kuwait, Lao People's Democratic Republic, Liberia, Libya, Liechtenstein, Luxembourg, Madagascar, Malta, Marshall Islands, Micronesia (Federated States of), Monaco, Mozambique, Myanmar, Namibia, Nauru, Oman, Palau, Panama, Papua New Guinea, Paraguay, Qatar, Saint Lucia, Saint Vincent and the Grenadines, Samoa, San Marino, Sao Tome and Principe, Saudi Arabia, Slovenia, Solomon Islands, Somalia, South Sudan, Timor-Leste, Turkmenistan, Tuvalu, United Arab Emirates, United States of America, Vanuatu.

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.

Reasonable accommodation may be provided to applicants with disabilities upon request, to support their participation in the recruitment process.

By accepting a letter of appointment, staff members are subject to the authority of the Secretary-General, who may assign them to any of the activities or offices of the United Nations in accordance with staff regulation 1.2 (c). Further, staff members in the Professional and higher category up to and including the D-2 level and the Field Service category are normally required to move periodically to discharge functions in different duty stations under conditions established in ST/AI/2023/3 on Mobility, as may be amended or revised. This condition of service applies to all position specific job openings and does not apply to temporary positions.

Applicants are urged to carefully follow all instructions available in the online recruitment platform, inspira, and to refer to the Applicant Guide by clicking on "Manuals" in the "Help" tile 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.

