

Posting Title : HUMAN RESOURCES OFFICER, P4
Job Code Title : HUMAN RESOURCES OFFICER
Department/ Office : Regional Service Centre at Entebbe
Duty Station : ENTEBBE
Posting Period : 14 July 2022 - 27 August 2022
Job Opening number : 22-HRE-RSCE-185533-R-ENTEBBE (R)
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>.

This position is located in the Benefits and Payroll Section. The Human Resources Officer at this level reports to the Service Delivery Manager.

Responsibilities

The Human Resources Officer is in charge of the Service Line and responsible for managing the delivery of human resources transactional processes from the RSCE to all Peacekeeping Operations and Special Political Missions in Africa based on the service level agreements with the missions.

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

Efficient service delivery to Client Missions in line with the United Nations Global Field Support Strategy (GFSS)

- Provides high quality leadership to the service line ensuring efficient and effective HR service delivery to all missions in Africa by improving the performance of the individual HR staff and the service line as a whole.
- Builds strong and valuable relationships with managers in client missions, external stakeholders and HR counterparts including DMSPC to improve service delivery.
- Ensures that the operations teams deliver their planned outputs and that their agreed targets are met in line with the Service Line KPI and other targets like client satisfaction/staff engagement.
- Ensures that processes for tasks such as recruitment of HR staff in the service line, employee relations, change management and systems are in place and are dealt with correctly and effectively.
- Plans, organizes and directs the operations and activities related to the Service Line functions in consultation with the internal and external stakeholders.
- Provides leadership in coordinating the activities of the service line in supporting client missions to ensure compliance with all applicable HR Policies, Rules and Regulations.
- Provides support and works closely with the team leads in developing, implementing and evaluating work plans and activities.
- Provides oversight and guidance to the service line team leads, administration, and staff on all human resources automated systems.
- Coordinates, implements, and manages processes through the Business Applications used by the organization.
- Identifies optimal solutions that meet the needs of the Service Line by recommending process improvements and system enhancements.
- Manages and oversees employee information collection, analysis and reporting; supervises the collection of data and its integrity.
- Collaborates with the Quality Assurance and Business Information (QABI) Unit to develop plans for proposed systems, functionalities, and enhancements.
- Optimizes processes, policies and systems for the service line operations and implements continuous improvement actions for the service line.
- Proposes and implements change management for the service line operations to achieve and improve results.
- Supports client orientation approach to service delivery and helps stakeholders in understanding changes in the business environment.

Human Resources Management

- Leads a team of HR Officers and Assistants in administration of entitlements and benefits, contracts management and other operational and transactional activities to client missions (organizes and supervises the work of the staff under his/her responsibility; coaches them; identifies needs for continuous learning).
- Advises the HR staff in the service line on the implementation of United Nations policies and practices on entitlements.
- Processes approved exceptions on behalf of the client missions.
- Identifies areas for improvement and consults with supervisor on HR administration improvements, standard operating procedures, guidance and support requirements.
- Periodically monitors payments of staff benefits and entitlements, ensures their compliance with established rules and regulations. When required, initiates appropriate corrective action, tracks overpayments and prompts recovery actions, initiates random monitoring exercises for verification and entitlements and supporting documentation.

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.

Communication - Speaks and writes clearly and effectively; Listens to others, correctly interprets messages from others and responds appropriately; Asks questions to clarify and exhibits interest in having two-way communication; Tailors language, tone, style and format to match audience; Demonstrates openness in sharing information and keeping people informed.

Education

Advanced university degree (Master's degree or equivalent) in Human Resources Management business or public administration, social sciences, education, or in a related field is required.

A first-level university degree, with 9 years of qualifying experience may be accepted in lieu of the advanced university degree.

Job Specific Qualifications

Work Experience

A minimum of seven (7) years of progressively responsible experience in human resources management, administrative services or related area is required. In case of bachelor's degree holders, nine (9) years of progressively responsible experience is a must.

Practical experience with the planning and delivery of human resources services in conflict and post-conflict field operations in a United Nations common system organization or similar international organization or non-governmental organization is desirable.

Hands on experience with United Nations Human Resources/ Administrative procedures or similar Human Resources / Administrative procedures in an international organization or non-governmental organization is desirable.

Hands on experience with United Nations Information Management Systems (UMOJA/ SAP, etc.) or similar systems 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.
- 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.