

Posting Title : Service Line Manager / Human Resources Officer, P4
Job Code Title : HUMAN RESOURCES OFFICER
Department/ Office : Regional Service Centre at Entebbe
Location : ENTEBBE
Posting Period : 12 July 2019-26 July 2019
Job Opening number : 19-HRE-RSCE-117815-F-ENTEBBE (M)
Staffing Exercise : N/A

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

Org .Setting And Reporting

This position is located in the Regional Service Centre, Entebbe. It encompasses sub functional specialties such as recruitment/on-boarding and placement, administration of entitlements, human resources planning, and staff development and career support. The Service Line Manager (Human Resources Officer) reports to the Service Delivery Manager, Benefits and Payroll Section.

The RSCE employs a service delivery operating model, with a Service Line approach aiming to offer improved performance with:

- A process-based approach better suited for high volume transactions (as at the RSCE);
- Standardized service delivery with equivalent outcomes for all client missions
- Continuous focus on improving the overall performance of the process;
- It emphasizes on a higher client satisfaction rather than functional requirements, which are demonstrated mainly by a faster processing time for transactions;

It also serves to strengthen accountabilities by:

- Clearly defined service delivery expectations linked to roles and responsibilities established with in the service level agreements;
- Increased ownership of end-to-end processes and Key Performance Indicators (KPIs);

Responsibilities

Within limits of delegated authority, the Service Line Manager / Human Resources Officer will be responsible for the following duties:

Efficient Service delivery to Client Missions

- Provides high quality leadership to the Service Line in the RSCE 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 Senior Managers in Client Missions external stakeholders and HR counterparts including Human Resources Division, Department of Operations Support (HRSD/DOS) in UNHQ to improve service delivery;
- Ensures that the operations teams deliver their planned outputs and that their agreed targets are met in line with the HRM KPI and customer service standards;
- 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 Human Resources

Information Systems' functions in consultation with the stakeholders of Client Missions;

- 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 Inspira Human Resources

Information Systems;

- Identifies optimal solutions that meet the needs of the Human Resources Unit 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 Information Management Unit (IMU) of UNHQ 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 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, contract 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;
- Reviews requests for exceptions in the application of processes, and if justified, submits to UNHQ for escalating with HRSD/DOS as appropriate ;
- Advises and counsels HR staff in RSCE on their rights, responsibilities, code of conduct and

difficulties associated with work plan and entitlements;

Competencies

- **PROFESSIONALISM:** Knowledge of human resources policies, practices and procedures and ability to apply them in an organizational setting. Ability to identify issues, formulate opinions, make conclusions and recommendations. 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.
- **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.
- **PLANNING AND 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.
- **JUDGEMENT/DECISION-MAKING:** Identifies the key issues in a complex situation, and comes to the heart of the problem quickly; Gathers relevant information before making a decision; Considers positive and negative impacts of decisions prior to making them; Takes decisions with an eye to the impact on others and on the Organization; Proposes a course of action or makes a recommendation based on all available information; Checks assumptions against facts; Determines that the actions proposed will satisfy the expressed and underlying needs for the decision; Makes tough decisions when necessary

Education

Advance University degree (Master's degree or equivalent) in Human Resources Management, business or public administration, social science, education or related field is required. A first level university degree in combination with qualifying experience may be accepted in lieu of the advanced university degree. Professional Certification in Human Resources Management or equivalent is desirable.

Work Experience

A minimum of seven years of progressively responsible experience in human resources management, administrative services or related area is required. Practical experience with the planning and delivery of human resources services in conflict and post-conflict field operations mounted by the United Nations (including UN peacekeeping, political missions,

agencies, funds and programs) or similar international or non-governmental organization(s) is required. Experience managing staffing, administration, and talent acquisition using enterprise resource platforms is required. Hands-on experience with UN Human Resources/Administrative procedures and knowledge of UN Information Management Systems is desirable. Experience implementing change management initiatives is desirable. Experience in a shared service centre or operation 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

Previously rostered candidates are not subject to any further assessment and as such, will not be invited for such an assessment.

Special Notice

This "Recruit from Roster" job opening is only open to roster applicants who are already placed on pre-approved rosters, following a review by a United Nations Central Review Body. Only roster applicants who were placed on rosters with similar functions at the same level are considered to be eligible candidates. Eligible applicants receive an email inviting them to apply. Rostered applicants are encouraged to apply only if they are interested and available to take up the position at the duty station/s specified in the Job Opening. Applying to this job opening carries an expectation to accept the offer, if selected.

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.

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.