

Posting Title : HUMAN RESOURCES OFFICER, P3
Job Code Title : HUMAN RESOURCES OFFICER
Department/ Office : Regional Service Centre at Entebbe
Location : ENTEBBE
Posting Period : 6 December 2021-19 December 2021
Job Opening number : 21-HRE-RSCE-169508-J-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 Uniformed Personnel Service Line. The Human Resources Officer at this level reports to the Service Line Manager. On behalf of the Service Line, the Human Resources Officer supports the Centre with the determination and implementation of Benefits & Entitlements of individual uniformed personnel of the client missions of RSCE, covering life and career events from onboarding to separation, while ensuring transparency, accuracy and assuring full compliance with Staff Rules and Regulations. The Human Resources Officer at this level reports to the Service Line Manager.

Responsibilities

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

Administration of Benefits and Entitlements

- Prepares and administers staff members' entitlements including claims, danger pay, daily subsistence allowance, mission subsistence allowance (MSA) for Government Provided Personnel (GPP) and Individual Uniformed Personnel (IUP), volunteer living allowance and any other allowances for payments in conformity and adherence to applicable United Nations policies e.g., staff rules, financial regulations and rules, ST/AI issuances or practices, IPSAS policy framework etc.
- Supervises and monitors the work of the Human Resources Assistants in carrying out all human resources administrative transactions, including preparation of personnel actions, processing of initial mission subsistence allowance, extension, exit and final payments, maintenance of staffing tables, and extending/curtailing of tour-of-duty.
- Provides training and support to staff in the Chief Military Personnel Office in the management of payroll and mission subsistence allowance (MSA) administration.
- Handles queries from staff, Individual Uniformed Personnel (IUPs) and focal points related to payroll, Mission subsistence allowance, accommodation adjustments, reviews and processes requests for entitlements and claims.
- Performs human resources administration of benefits and entitlements in UMOJA in line with the delegation of authority, maintains UMOJA entitlements and human resources local contracts and administration
- Assists the service line with the administration and certification on processing benefits and entitlements processes in compliance with the Rules and Financial Framework.

Advisory Services and Client Relations Management

- Advises senior management and local human resources business partners on all aspects of human resources policies and procedures and provides proactive and innovative approaches to the delivery of human resources services in consultation with the Chief Human Resources Officer.
- Provides advice to internal and external clients in relation to the interpretation and implementation of Staff Regulations and Rules, provides advice on exceptions to policies and on risks associated with new processes or guidance documents.
- Monitors and evaluates the effectiveness of related guidelines, staff rules, human resources rules, regulations, practices and procedures; makes recommendations through the Service Delivery Manager where necessary.
- Provides advice on complex performance management issues to managers and local HR business partners in supported entities and assists supported entities with the implementation of the performance appraisal system.

General Management

- Reviews and monitors actions related to the preboarding, onboarding, travel arrangements, check-in, check-out activities of individual uniformed personnel.
- Manages risks related to early repatriation and movements leading to overpayment of Individual Uniformed Personnel (IUPs).
- Monitors quality of transactions and ensures adherence with the Key Performance Indicators (KPIs) in delivering services to the client missions.
- Leads multidisciplinary support reviews to diagnose issues and assist entities in achieving HR targets while providing support in specific identified areas of concern.
- Takes the lead of special human resources projects (review of check out and check in of Individual Uniformed Personnel).
- Prepares special reports (KPI Quarterly report) and regularly participates in meetings with the Deputy Director, Chief Human Resources Officer and Chief Finance Officers, Department of Operational Support personnel, Mission focal points, Global Shared Service Centre, and UN Enterprise Solutions Services.

Other duties

- Advises and counsels staff in respect of rights, responsibilities, code of conduct and difficulties associated with work and entitlements.
- Undertakes research on a range of HR related issues and assists in the preparation of notes/reports.
- Assists in the preparation of necessary documentation for distribution to the service Delivery pillar and the client missions.
- Promotes staff development and career support plans within the supervised office.
- Performs any other duties as required.

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.

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.

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.

Managing performance: Delegates the appropriate responsibility, accountability and decision-making authority. Makes sure that roles, responsibilities and reporting lines are clear to each staff member. Accurately judges the amount of time and resources needed to accomplish a task and matches task to skills. Monitors progress against milestones and deadlines. Regularly discusses performance and provides feedback and coaching to staff. Encourages risk-taking and supports creativity and initiative. Actively supports the development and career aspirations of staff. Appraises performance fairly.

Education

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

Job Specific Qualifications

Work Experience

At least 5 years (in combination with a Master's Degree), or 7 years (in combination with a first level degree) progressive experience in human resources management, administration or related area at an international level is required.

Experience with human resources systems (SAP) and administering entitlements in an international setting is desirable.

Experience managing Individual uniformed personnel in Peacekeeping Mission is desirable.

Experience working in a Global Shared Service Centre and managing staff 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.

Languages

English and French are the working languages of the United Nations Secretariat. For the position advertised, fluency in English is required and 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 position is temporarily available for six months.

If the selected candidate is a staff member from the United Nations Secretariat, the selection will be administered as a temporary assignment.

Retirees above the mandatory age of separation who wish to be considered for the current temporary job opening must indicate the reason for their last separation as "retirement." Such retirees shall not be employed by the Organization, unless (a) the operational requirements of the Organization cannot be met by staff members who are qualified and available to perform the required functions; and (b) the proposed employment would not adversely affect the career development or redeployment opportunities of other staff members and represents both a cost-effective and operationally sound solution to meet the needs of the service.

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.

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.