

Posting Title : HUMAN RESOURCES OFFICER (Temporary Job Opening), NOC
Job Code Title : HUMAN RESOURCES OFFICER
Department/ Office : Regional Service Centre at Entebbe
Location : ENTEBBE
Posting Period : 1 March 2024-15 March 2024
Job Opening number : 24-HRE-RSCE-228745-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 National Staff Benefits and Payroll Service Line of the RSCE under the Department of Operational Support. The Human Resources Officer at this level reports to the Service Delivery Manager.

Responsibilities

Within delegated authority, the Human Resources Officer will carry out the following duties:

Transactional service management:

- Deliver timely and accurate administration of related HR benefits and benefits for all UN Missions under the RSCE portfolio.
- Provides timely reports on case transactions and updates to feed into Key Performance Indicators (KPI's) and performance audits as required.
- Keeps abreast of developments in various areas of UN human resources policies and processes.
- Provides transactional advice on interpretation and application of policies, regulations and rules; reviews and provides advice on exceptions to policies, regulations and rules.
- Monitors the work of case officers providing onboarding services on salary and related benefits, and social security entitlements in full compliance with the staff rules and regulations.
- Supervises and monitors the work of the Human Resources Assistants in carrying out all transactions, including review of benefits, personnel actions, and Letters of Appointment (LoAs).
- Reviews staff members benefits and any other allowances for payment and adherence to applicable United Nations policies, particularly staff rules, financial regulations, and ST/AI issuances for practices, IPSAS policy framework etc.
- Provides guidance to case officers and monitors processes pertaining to check-in, check-out and separation activities for civilian staff, uniformed personnel and non-staff, as well as the installation and repatriation of recognized dependents.
- Monitors the effectiveness of related guidelines, staff rules, HR rules and regulations, practices and procedures, and makes recommendations through the Service Line Manager where necessary.
- Ensures accurate processing of entitlements and benefits of national staff members in the RSCE, such as Personnel Administration of contracts, and Separations.
- Performs HR administration of benefits and entitlements in Umoja in line with the delegation of authority.
- Measures performance of case officers against established Key Performance Indicators (KPIs).
- Prepares and issues Letters of Appointment (LoA) and PAs.
- Monitors and manages targets, ensuring standards are maintained and workload is well coordinated.
- Promotes process improvements to enhance organizational performance.
- Ensures accountability, customer service orientation and adherence to Service level Agreements (SLAs).

People Management:

- Supervises, develops and enables the team through coaching and mentoring, ensuring high

morale and cross-functional collaboration.

- Monitors performance and productivity of staff in the team and ensure high level of services.
- Promotes a culture of care, accountability, support and continuous/honest feedback within the team.

Other duties:

- Provides general office support services; drafts and/ or processes a variety of correspondence and other communications.
- Undertakes research on a range of HR related issues and assists in the preparation of notes/ reports.
- Maintains automated database containing onboarding related statistics and prepares periodic reports.
- Assists in the preparation of necessary documentation for distribution to the Service Line and the Client Missions.
- Performs other duties as required.

Competencies

Professionalism: Knowledge of human resource policies, practices, procedures and the ability to apply them in the Service Line. Staff rules and regulations, respective administrative instructions and information circulars, human resources processes and standard operating procedures. 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.

Education

Advanced University Degree (Master's degree or equivalent) in human resources management, social sciences or in a related field is required. 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

At least (5) five years of progressively responsible experience in human resources management, administration or related area at the national, or international level is required. For first level degree holders, seven (7) years of qualifying experience will be a must.

Minimum of (4) four years work experience in Human Resources Service Centre processing payroll/human resources management, including experience in HR benefits and entitlements, recruitment and HR systems is required.

Minimum of (2) two years of supervisory experience in handling team members in a multi-national work environment 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. Fluency in English (both oral and written) is required; knowledge of French is desirable.

Assessment

Evaluation of qualified candidates may include an assessment exercise which may be followed by informal interview.

Special Notice

This position is temporarily available until 30 June 2024.

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

This position is vacant due to the temporary assignment of the regular incumbent to another office/organization. Extension of appointment/assignment of the selected candidate will be contingent on the return of the incumbent who maintains a lien against this post. The selected candidate is expected to start as soon as possible.

While this temporary assignment may provide the successful applicant with an opportunity to gain new work experience, the selection for this position is for a limited period and has no bearing on the future incumbency of the post.

Subject to the funding source of the position, the eligibility for this temporary job opening may be limited to candidates based at the duty station.

Staff members of the United Nations common system organizations who will reach the mandatory age of separation or retirement within the duration of the current temporary need period are not eligible to apply. Submitting an application or selection for the current temporary job opening does not delay or increase the mandatory age of separation. 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.

This position is subject to local recruitment pursuant to staff rule 4.4 of the United Nations. National Professional Officers should be of the nationality of the country where the office concerned is located. A staff member subject to local recruitment under this rule shall not be eligible to receive payment of the allowances or benefits exclusively applicable to international recruitment.

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.

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.