



HR Senior Officer

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| Job categories | Administration, Human Resources |
| Vacancy code | VA/2024/B0049/28144 |
| Department/office | MP, SSC, BSSC, Bangkok Shr Serv Centre |
| Duty station | Bangkok, Thailand |
| Contract type | Local ICA Specialist |
| Contract level | LICA Specialist-9 |
| Duration | Open-ended, subject to organizational requirements, availability of funds and satisfactory performance |
| Application period | 13-May-2024 to 12-Jun-2024 |

Applications to vacancies must be received before midnight Copenhagen time (CET) on the closing date of the announcement.

Please note that UNOPS will at no stage of the recruitment process request candidates to make payments of any kind.

Background Information - BSSC

The UNOPS Bangkok Shared Service Centre (BSSC) is a Shared Services Centre (SSC) unit established to provide internal, global, and cost-effective transactional services that enhance the operational capacity of UNOPS and standardize systems and procedures. BSSC Personnel Administration, one of the 3 BSSC pillars, carries out high-quality transactional services in contract management, benefit & entitlement administration, recruitment support, and contract award compliance reviews. To ensure increased cost-efficiency and consistency with UNOPS systems, BSSC services administration of Individual Contractor Agreement (ICAs) holders, UN staff members, and interns. There are more than 15,000 individuals under the administration of BSSC.

For young professionals, a job within UNOPS BSSC offers the opportunity to enter the United Nations system via crucial back-office service delivery in an engaging and development-focused work environment as part of a dynamic and effective UN entity. BSSC jobs offer a platform for learning and exposure to UNOPS' operations and the greater UN system.

Background Information - Job-specific

Under the direct supervision of the BSSC Personnel Administration Manager, the HR Senior Officer ensures the effective delivery of global HR services with ICA administration, ensuring high quality, accuracy, and consistency of work by leading a dynamic group of HR professionals administering ICAs, personnel data, and related benefits, most notably the UNOPS Provident Fund. The HR Senior Officer interprets and applies HR policies, rules, and regulations, implements internal procedures, provides solutions to a wide spectrum of complex HR issues, and effectively liaises with field and HQ counterparts on a wide range of ICA-related administration matters.

The HR Senior Officer promotes a collaborative, client-oriented approach consistent with UNOPS rules and regulations and contributes to the maintenance of high staff morale through effective supervision and leadership of the ICA Admin and ICA Provident Fund Services teams. The HR Senior Officer works in close collaboration with the Programme, Operations, and project teams in the field offices and UNOPS HQ personnel, ensuring successful performance in HR management, and is an effective people leader.

Functional Responsibilities

Summary of Key Functions:

1. Leadership and supervision of HR team
2. Coordination of operations for the UNOPS Provident Fund
3. Implementation of HR strategies and policies
4. Effective HR management
5. Facilitation of knowledge building and knowledge sharing

1. Provides leadership/supervision to the ICA Admin and ICA Provident Fund Services teams who handle UNOPS ICA personnel, Partner ICA personnel, and interns focusing on the achievement of the following results:

- The provision of guidance and supervision to the HR team
- Foster an environment that drives highly motivated and engaged personnel to thrive in their work
- The HR teams are actively involved in corporate and local learning activities
- Leave is managed effectively and proactively

- Delivery of team- and department-wide activities to promote engagement and further a positive team culture/environment

2. Supervises the activities of ICA Provident Fund Services, ensuring high quality, accuracy, and consistency of work achieving the following results:

- Ensures UNOPS personnel are enrolled in the Provident Fund in good time
- Acts as subject matter expert on UNOPS Provident Fund, backing up the Provident Fund Associate during periods of absence
- Supports coordination between UNOPS Personnel and the Provident Fund Provider
- Ensures smooth separation processes, advising personnel on processes and options in regard to the UNOPS Provident Fund
- Supervises the coordination between UNOPS and the Provident Fund Provider ensuring the best interest of Provident Fund participants
- Manages the coordination between BSSC and Finance Group for Provident Fund-related matters
- Tracks open operational items with the Provident Fund Provider and presents matters, as necessary, during regular coordination meetings

3. Provides support to the implementation of HR strategies and policies focusing on the achievement of the following results:

- Full compliance of HR activities with UN rules and regulations, UNOPS and Partner policies, procedures, and strategies; effective implementation of the internal control, proper design and functioning of the HR management system
- HR business processes mapping, HR management, and control of workflows within the HR Unit
- Delivering efficient and high-quality service to clients according to established service targets and SLAs
- Creating and maintaining standard operating procedures (SOPs) for standardized processing and alignment with UNOPS' policies
- Realizing continual procedural improvements and automations, as possible
- Verification and provision of contractual and personal details as confirmed in the UNOPS ERP System to internal and external counterparts

4. Ensures effective human resources management focusing on the achievement of the following results:

- Management of actions related to the unit's HR activities, e.g., contract administration for ICAs and their benefits and entitlements

- Information and advice to UNOPS and Partner personnel on the conditions of service, duties and responsibilities, and privileges and entitlements under the UN Staff Rules and Regulations and UNOPS/Partner rules and policies
- Management of contracts in UNOPS ERP System, monitoring and tracking of all transactions related to positions, HR data, benefits, earnings/deductions, retroactivity, recoveries, adjustments and separations through UNOPS ERP System
- Information gathering and reporting on technical challenges via appropriate channels within UNOPS
- Maintenance of Local ICA scales and related activities
- Administration of monthly sub-level increments for Local ICA contracts
- Escalation of policy queries for clarification and/or instruction to appropriate HQ counterparts
- Regularly prepares reports to showcase performance and service delivery by the HR teams
- Supports design and implementation of system-solutions impacting ICA personnel

5. Provides support to knowledge building and knowledge sharing, focusing on the achievement of the following results:

- Organization of training for the operations/ projects staff on HR-related topics
- Sound contributions to knowledge networks and communities of practice
- Synthesis of lessons learned and best practices in human resources
- Meaningful trainings and scheme introductions to Provident Fund participants and prospective participants, as necessary

Competencies



Develops and implements sustainable business strategies, thinks long term and externally in order to positively shape the organization. Anticipates and perceives the impact and implications of future decisions and activities on other parts of the organization.



Treats all individuals with respect; responds sensitively to differences and encourages others to do the same. Upholds organizational and ethical norms. Maintains high standards of trustworthiness. Role model for diversity and inclusion.



Acts as a positive role model contributing to the team spirit. Collaborates and supports the development of others. **For people managers only:** Acts as positive leadership role model, motivates, directs and inspires others to succeed, utilizing appropriate leadership styles.



Demonstrates understanding of the impact of own role on all partners and always puts the end beneficiary first. Builds and maintains strong external relationships and is a competent partner for others (if relevant to the role).



Efficiently establishes an appropriate course of action for self and/or others to accomplish a goal. Actions lead to total task accomplishment through concern for quality in all areas. Sees opportunities and takes the initiative to act on them. Understands that responsible use of resources maximizes our impact on our beneficiaries.



Open to change and flexible in a fast paced environment. Effectively adapts own approach to suit changing circumstances or requirements. Reflects on experiences and modifies own behavior. Performance is consistent, even under pressure. Always pursues continuous improvements.



Evaluates data and courses of action to reach logical, pragmatic decisions. Takes an unbiased, rational approach with calculated risks. Applies innovation and creativity to problem-solving.



Expresses ideas or facts in a clear, concise and open manner. Communication indicates a consideration for the feelings and needs of others. Actively listens and proactively shares knowledge. Handles conflict effectively, by overcoming differences of opinion and finding common ground.

Education/Experience/Language requirements

Education:

- An advance university degree (Master's Degree or equivalent) in Human Resources, Business Administration, Public Administration or related field is required.
- A first-level university degree (Bachelor's Degree or equivalent) with two additional years of relevant experience may be accepted in lieu of the advanced university degree.

Experience:

- A minimum of two (2) years of relevant experience at the international level in providing HR benefits and entitlements services is required.

- A minimum of one (1) year of experience in the usage of computers and office software packages and experience in handling web-based management systems is required.
- Knowledge of UN policies, procedures, and practices is highly desirable.

Language Requirements:

- Fluency in written and oral English is required.
- Knowledge of additional UN Official language, particularly in French and/or Spanish, is desirable.

Contract type, level and duration

Contract type: Local Individual Contractor Agreement (LICA)

Contract level: Local ICA Specialist-9

Contract duration: Open-ended, subject to organizational requirements, availability of funds and satisfactory performance.

For more details about the ICA contractual modality, please follow this link:

<https://www.unops.org/english/Opportunities/job-opportunities/what-we-offer/Pages/Individual-Contractor-Agreements.aspx> (<https://www.unops.org/english/Opportunities/job-opportunities/what-we-offer/Pages/Individual-Contractor-Agreements.aspx>)

Additional Information

- Please note that UNOPS does not accept unsolicited resumes.
- Applications received after the closing date will not be considered.
- Please note that only shortlisted candidates will be contacted and advance to the next stage of the selection process, which involves various assessments.
- UNOPS embraces diversity and is committed to equal employment opportunity. Our workforce consists of many diverse nationalities, cultures, languages, races, gender identities, sexual orientations, and abilities. UNOPS seeks to sustain and strengthen this diversity to ensure equal opportunities as well as an inclusive working environment for its entire workforce.
- Qualified women and candidates from groups which are underrepresented in the UNOPS workforce are encouraged to apply. These include in particular candidates from racialized and/or indigenous groups, members of minority gender identities and sexual orientations, and people with disabilities.
- We would like to ensure all candidates perform at their best during the assessment process. If you are shortlisted and require additional assistance to complete any assessment, including reasonable accommodation, please inform our human resources team when you receive an invitation.
- This position is stationed in Bangkok, Thailand which is a family duty station.

Terms and Conditions

- For staff positions only, UNOPS reserves the right to appoint a candidate at a lower level than the advertised level of the post.
- For retainer contracts, you must complete a few Mandatory Courses (they take around 4 hours to complete) in your own time, before providing services to UNOPS. For more information on a retainer contract [here \(https://docs.google.com/document/d/e/2PACX-1vSqV5mniKgsaofF5FSN9Md5aD5uSAZjKyJAIRDjk7p-TuINKbvW0lyMNtGJI9yn5Jt5zNhwAOsKEG9D/pub\)](https://docs.google.com/document/d/e/2PACX-1vSqV5mniKgsaofF5FSN9Md5aD5uSAZjKyJAIRDjk7p-TuINKbvW0lyMNtGJI9yn5Jt5zNhwAOsKEG9D/pub).
- All UNOPS personnel are responsible for performing their duties in accordance with the UN Charter and UNOPS Policies and Instructions, as well as other relevant accountability frameworks. In addition, all personnel must demonstrate an understanding of the Sustainable Development Goals (SDGs) in a manner consistent with UN core values and the UN Common Agenda.
- It is the policy of UNOPS to conduct background checks on all potential personnel. Recruitment in UNOPS is contingent on the results of such checks.

APPLICATION TIPS

How to send a good application:

- [English \(https://content.unops.org/HR-Documents/How-to-send-a-good-application_EN.pdf\)](https://content.unops.org/HR-Documents/How-to-send-a-good-application_EN.pdf)
- [French \(https://content.unops.org/HR-Documents/How-to-send-a-good-application_FR.pdf\)](https://content.unops.org/HR-Documents/How-to-send-a-good-application_FR.pdf)
- [Spanish \(https://content.unops.org/HR-Documents/How-to-send-a-good-application_ES.pdf\)](https://content.unops.org/HR-Documents/How-to-send-a-good-application_ES.pdf)

TOGETHER, WE BUILD THE FUTURE

UNOPS – an operational arm of the United Nations – supports the achievement of the Sustainable Development Goals (SDGs) by successfully implementing its partners' peacebuilding, humanitarian and development projects around the world.

Our mission is to help people build better lives and countries achieve peace and sustainable development.

We are proud of our people. The UNOPS family brings together approximately 160 nationalities, represented by over 5,000 UNOPS personnel as well as some 7,800 personnel recruited on behalf on

our partners. Spread across 80 countries, our workforce is rich in diversity and culture – with inclusion at its core.

We understand the importance of balancing professional and personal demands and offer several flexible working options.

Explore what we offer [here](#) ([../../../../Pages/About/WhatWeOffer.aspx](#)).