

Human Resources Officer Profile

Various Locations

Grade: Junior (P2), Mid (P3) and Senior (P4) Level Positions

The United Nations High Commissioner for Refugees (UNHCR) is mandated to lead and coordinate international action to protect and assist refugees and other persons of concern. It is constantly seeking talented, compassionate candidates with high-integrity to strengthen its capacity to respond urgently to crises with the right skills. Given the nature of UNHCR's work, it is essential that its workforce has the right mix of skills and qualities to fulfil its mandate.

The Human Resources Officer (HRO) manages and oversees all HR related activities within the country, region or field operation in the formulation of HR plans (including selection, recruitment, posting, training and development of locally recruited staff) based on an established workforce planning exercise from the operational programme review, which identifies skills and competency gaps needed to achieve operational demands. Assists or provides expert input and guidance to the managers, and all actors involved in the process of staffing and budget reviews, recruitment and appointment of staff, and in the performance management and staff welfare issues. The incumbent will have direct working relationship with the different departments in the Division of Human Resources Management (DHRM), such as the Talent Outreach & Acquisition Section, Recruitment & Postings Section, Personnel Administration & Payroll Section, Performance Management Unit, Career Management Support Section, Staff Health and Welfare Service and Global Learning Centre, as well as with other HQ Divisions and the Bureau. The HRO will also maintain contact and close cooperation with other UN agencies.

Responsibilities include:

- Implement regional workforce management strategy that is in line with UNHCR's global strategy and policies. Participate in the preparation of the annual operations programme review submissions with focus on staffing requirements (i.e. skills and competencies) of the operation at country or regional level. Related activities could include support of reassignment of existing staff and staff-outreach activities.
- Participate in the review of the local training needs of the staff, assisting or making appropriate proposals to meet identified needs of re-profiling and development.
- Ensure that UNHCR's workforce in the region, country or field office has a sound awareness of UN/UNHCR staff rules and regulations (including the Code of Conduct) and is aware of its rights and obligations as well as benefits and entitlements.
- Oversee and guide in the process of recruitment and selection of new staff by ensuring timely advertisement and the filling of General Service and National Officer Vacancies. Participate in the work of the local Assignments Committee (AC). Provide guidance to

managers in preparing their submissions for the AC. Ensure the recruitment, assignment and reassignment of local staff for the country operation, is performed in accordance with UN/UNHCR rules and procedures.

- Supervise maintenance of the personnel records in the office, including entries into HR module of PeopleSoft, as well as of the attendance, overtime and leave records. Provide support, guidance and training to the staff performing personnel administration related functions.
- Provides expertise and guidance to all staff in the office: supervisors, supervisees as well as all other colleagues in the office who may need HR advice.
- Brief newly arrived international staff on related administrative formalities and ensure all arrangements are expedited in relation to their accreditations, and coordinate their onward travel to the field office, if applicable.
- Supervise administration of the UNHCR medical insurance plan for locally recruited staff.
- Assist and coordinate support to staff and dependents in case of medical evacuation.
- Maintain liaison with the support sections and divisions at headquarters, specifically with the DHRM services, Works together with the DHRM Services to find viable solutions to fill those gaps which could be recruitment, training and development or personnel administration support, medical and other issues of staff welfare and safety.
- Participate in the ICSC surveys on living conditions and classification of duty stations as well as in the UN Country Team local staff salary survey and other local inter-agency HR-related fora and initiatives.

Minimum Qualifications and Professional Experience Required:

For positions at the P2 level

- Education: Degree in Human Resources Management /Administration, Law or similar disciplines.
- Job experience: Minimum 2 years of relevant experience with graduate degree (equivalent of a Master's), 3 years with undergraduate degree (equivalent of a BA/BS).
- Languages: Proficiency in English is required.

For positions at the P3 level

- Education: Degree in Human Resources Management/ Administration, Law or similar disciplines.
- Job experience: Minimum 5 years of relevant (international) job experience with graduate degree (equivalent of a Master's), 6 years with undergraduate degree (equivalent of a BA/BS).
- Languages: Proficiency in English is required.

For positions at the P4 level

- Education: Degree in Human Resources Management/ Administration, Law or similar disciplines.
- Job experience: Minimum 8 years of relevant (international) job experience with graduate degree (equivalent of a Master's), 9 years with undergraduate degree (equivalent of a BA/BS).

- Languages: Proficiency in English and knowledge of a second UN language (Arabic/ Chinese/French/Russian/Spanish) at B2¹ is required.

To apply, please visit: [International vacancies](#).

The UNHCR workforce consists of many diverse nationalities, cultures, languages and opinions. UNHCR seeks to sustain and strengthen this diversity to ensure equal opportunities as well as an inclusive working environment for its entire workforce. Applications are encouraged from all qualified candidates without distinction on grounds of race, colour, sex, national origin, age, religion, disability, sexual orientation and gender identity.

¹ See <http://europass.cedefop.europa.eu/resources/european-language-levels-cefr>, the Common European Framework of Reference for Languages (CEFR).