

1. Job Type

## 2. Job Information

Title

Functional Group - Level 1  Grade

Functional Group - Level 2  Job Code

Functional Group - Level 3  CCOG Code

Functional Clearance Required

### FOR EXPERT POSITIONS ONLY

Position Number  Location

Supervisor Position Number

Supervisor's Title  Supervisor Grade

## 3. Organizational Setting and Work Relationships

The Associate Human Resources Officer supports the UNHCR's People Strategy and contributes to the implementation of the 2018 independent Human Resources review, which resulted in the establishment of HR strategic priorities and the reconfiguration and transformation of the Division of Human Resources (DHR) from a largely transactional model into a strategic business partner for field operations and senior management. Having the right people in the right place at the right time is at the core of enabling UNHCR to protect and respond to persons of concern. By attracting, retaining and developing a talented, diverse and agile workforce while nurturing a culture of excellence, respect and wellbeing for all, UNHCR's Human Resources acts as a strategic partner to the organization, enabling a people-centric culture.

The Associate Human Resources Officer provides support and assistance in the areas of operational support, workforce planning, assignments and talent acquisition, organizational cultural changes, HR policy implementation and duty of care. The incumbent maintains employee confidence and protects the organization and its workforce by keeping human resources information confidential.

The Associate Human Resources Officer is usually supervised by the HR Officer or Senior HR Officer or Head of Office in a Country Operation, or the most senior HR staff in a Regional Bureau. She/he usually supervises HR General Service staff.

The incumbent maintains a direct working relationship with a number of units within the Division of Human Resources (DHR). The incumbent also works closely with the Senior HR Partner, the Senior Medical Officer and the Senior Staff counsellor for his/her region.

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All UNHCR staff members are accountable to perform their duties as reflected in their job description. They do so within their delegated authorities, in line with the regulatory framework of UNHCR which includes the UN Charter, UN Staff Regulations and Rules, UNHCR Policies and Administrative Instructions as well as relevant accountability frameworks. In addition, staff members are required to discharge their responsibilities in a manner consistent with the core, functional, cross-functional and managerial competencies and UNHCR's core values of professionalism, integrity and respect for diversity.

## 4. Duties

### **Workforce Operational Support:**

- Assist in implementation of HR initiatives that support organizational culture change such as good people management practices, and promoting gender, inclusion and diversity.
- Implement HR operational activities to ensure timely provision of HR solutions, prioritizing according to the needs and risks.
- Contribute to the development of a HR customer service-oriented culture that values proactivity, continuous improvement, innovation and high performance.
- Provide support, guidance and trainings to HR staff.

### **Assignments and Talent Acquisition:**

- Coordinate the process of recruitment, assignment and reassignment of locally-recruited staff and affiliate workforce, also assisting with set up and running of (Regional) Assignments Committee where relevant.
- Assist in organizing outreach campaigns to attract diverse applicants. Ensure proper consideration is given to all applicants without distinction on the grounds of race, color, sex, national origin, age, religion, disability, sexual orientation and gender identity.
- Analyse, track and report on recruitment and assignments trends for management, including efforts to reach gender parity.
- Take a proactive approach to risk management in the areas of recruitment, ensuring the issues are identified, addressed and reported and, where appropriate, escalated.

### **Advice to managers and staff, and contribution to an inclusive work environment:**

- Build dialog and outreach with staff; answer questions, and provide information to staff as to where to go for help or ask questions.
- Be proactive in identifying issues, themes and patterns affecting the workforce's health and welfare, including sexual harassment and abuse of authority.
- Ensure that on-boarding, induction, re-integration into the workplace and off-boarding support, is provided to colleagues. Induction programmes should include information on Protection from Sexual Exploitation and Abuse (PSEA) and Sexual Harassment, Code of Conduct as well as workforce's rights and obligations.

### **HR policies and inter-agency:**

- Enforce compliance with UNHCR's Human Resources policies and procedures and the UN staff rules, regulations and UNHCR administrative instructions.
- Participate in the ICSC survey 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.

### **Duty of Care:**

- Contribute to establishing and maintaining a medical evacuation plan with senior management, Field safety and the Senior Medical Officer.
- Assist in the security and medical evacuations of UNHCR personnel.
- Support the implementation of a Duty of Care strategy. Identify and assess issues related to duty of care including physical, mental health and safety of UNHCR's workforce, promoting workforce balance.

### **For positions in Regional Bureaux only:**

In the absence of a Senior Talent Development Officer in the Bureau:

- Contribute to the implementation of a talent development strategy for UNHCR workforce in the region, in line with UNHCR's needs and staff members' career planning.
- Contribute to the implementation of a talent sourcing and acquisition plan to identify talent mainly among but not limited to national staff and affiliate workforce in the region.
- Perform other related duties as required.

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## 5. Minimum Qualifications

### Education & Professional Work Experience

#### Years of Experience / Degree Level

For P2/NOB - 3 years relevant experience with Undergraduate degree; or 2 years relevant experience with Graduate degree; or 1 year relevant experience with Doctorate degree

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#### Field(s) of Education

Human Resources Management;  
Business Administration;

Human Resources Development;  
or other relevant field.

Personnel Administration;

(Field(s) of Education marked with an asterisk\* are essential)

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#### Certificates and/or Licenses

UNHCR HR certification;

(Certificates and Licenses marked with an asterisk\* are essential)

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#### Relevant Job Experience

##### **Essential**

Experience working in Human Resources. UNHCR HR certification is a plus. Knowledge of general HR policies, processes and systems.

##### **Desirable**

Experience in one or more of the following areas: HR Administration, workforce planning, recruitment, HR policy or talent development. Experience in HR information technology systems and tools. Experience in field humanitarian operations and/or emergency settings. Experience working with the United Nations. Experience working in a multi-cultural setting.

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#### Functional Skills

HR-Administer/manage a large number of staff, preferably within the UN  
HR-Human Resources Management  
HR-Talent development  
HR-Provision of technical HR advice  
HR-HR data and people analytics  
HR-Relationship Management  
HR-Managing Ethical Dilemmas  
SO-Learning Agility  
HR-Partnering  
MG-Client Relationship Management  
HR-Gender, diversity and Inclusion Management

(Functional Skills marked with an asterisk\* are essential)

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#### Language Requirements

For International Professional and Field Service jobs: **Knowledge of English and UN working language of the duty station if not English.**

For National Professional jobs: **Knowledge of English and UN working language of the duty station if not English and local language.**

For General Service jobs: **Knowledge of English and/or UN working language of the duty station if not English.**

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## 6. Competency Requirements

All jobs at UNHCR require six core competencies and may also require managerial competencies and/or cross-functional competencies. The six core competencies are listed below.

### **Core Competencies:**

*Accountability*

*Communication*

*Organizational Awareness*

*Teamwork & Collaboration*

*Commitment to Continuous Learning*

*Client & Result Orientation*

### **Managerial Competencies:**

*Empowering and Building Trust*

*Managing Performance*

*Managing Resources*

### **Cross-Functional Competencies:**

*Analytical Thinking*

*Planning and Organizing*

*Change Capability and Adaptability*

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All UNHCR workforce members must individually and collectively, contribute towards a working environment where each person feels safe, and empowered to perform their duties. This includes by demonstrating no tolerance for sexual exploitation and abuse, harassment including sexual harassment, sexism, gender inequality, discrimination, and abuse of power.

As individuals and as managers, all must be proactive in preventing and responding to inappropriate conduct, support ongoing dialogue on these matters and speaking up and seeking guidance and support from relevant UNHCR resources when these issues arise.

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This is a Standard Job Description for all UNHCR jobs with this job title and grade level. The Operational Context may contain additional essential and/or desirable qualifications relating to the specific operation and/or position. Any such requirements are incorporated by reference in this Job Description and will be considered for the screening, shortlisting and selection of candidates.