

### I. Position Information

Position Area: **HR**  
 Position Level: Manager  
 Position Function: -  
 Organizational Unit: **B5506 AR MMOC**  
 Duty Station: **Yangon, Myanmar**  
 Reports to: **Head of Support Services**  
 Source of Funding: **B5506-02**

Current Grade: **IICA3**  
 Proposed Grade: **IICA2**  
 Approved Grade: **ICS-10**  
 Post Classified by:  
 Classification Approved by:

### II. Organizational Context

#### Background Information – UNOPS

UNOPS mission is to serve people in need by expanding the ability of the United Nations, governments and other partners to manage projects, infrastructure and procurement in a sustainable and efficient manner.

Within these three core areas of expertise, UNOPS provides its partners with advisory, implementation and transactional services, with projects ranging from building schools and hospitals, to procuring goods and services and training local personnel. UNOPS works closely with governments and communities to ensure increased economic, social and environmental sustainability for the projects we support, with a focus on developing national capacity.

Working in some of the world's most challenging environments, our vision is to advance sustainable implementation practices in development, humanitarian and peacebuilding contexts, always satisfying or surpassing partner expectations.

With over 11,000 personnel spread across 80 countries, UNOPS offers its partners the logistical, technical and management knowledge they need, wherever they need it. A flexible structure and global reach means we can quickly respond to our partners' needs, while offering the benefits of economies of scale.

#### Background Information – Myanmar

Myanmar is one of UNOPS' leading offices in Asia, acting as fund manager for three of the largest development programmes in the country, namely the Three Millennium Development Goal Fund (3MDG), the Livelihood and Food Security Fund (LIFT) and the Joint Peace Fund (JPF). In addition, UNOPS is Principal Recipient for the Global Fund in Myanmar and for the Global Fund's regional artemisinin-resistance initiative targeting drug resistant malaria in the greater Mekong sub-region. UNOPS also provides procurement, infrastructure and project management services to a wide range of organizations in the country, including the Government of Myanmar, international development partners, other UN agencies, NGOs and INGOs. UNOPS plays a critical role in ensuring that the quality of services provided to its partners meets stringent requirements of speed, efficiency and cost effectiveness.

### **Background Information – Job-specific**

Based in the support services structure, reporting directly to the Head of Support Services and collaborating closely with IPAS HR, the HR Manager ensures consistent application of appropriate policies, rules, guidelines, procedures and practices in service provision in Myanmar.

HR Manager supervises the HR Unit in Myanmar serving over 400 personnel and supports the Myanmar Operations Centre (MMOC) in the management, implementation and oversight of HR service lines and initiatives to meet client needs, i.e. including recruitment, contract administration, interpretation and guidance, learning and personnel re-alignment exercises in consultation with HQ. Specifically, s/he is the primary HR focal point in MMOC.

### **III. Functions / Key Results Expected**

1. Support to policy development and implementation
2. Advisory Services
3. Talent Acquisition and Administration
4. Team Management
5. Knowledge Building and Knowledge Sharing

#### **1. Support to Policy development and implementation**

- Contribute to HR policy development and corporate HR initiatives by providing data on trends, risks and opportunities and sharing local HR best practices.
- Maintain an effective level of business literacy about the office/program/unit's objectives and plans, and in consultation with Management, take the lead on the implementation of the corporate HR strategy and initiatives.
- Design and lead projects in support of HR initiatives for attainment of business objectives in line with the corporate HR strategy.
- Partner with leadership to develop and implement workforce planning initiatives employing HR business processes mapping, to ensure efficient and effective services and work flows. Monitor workforce status and trends.
- Communicate HR policy changes and new HR initiatives to management and personnel, providing guidance as needed.

#### **2. Advisory Services**

- Provide guidance on HR policy application for personnel management, assessing and anticipating HR needs to provide value-added consultative service to management on human resource-related issues.
- Define, develop, model and deliver HR services, programs, and communications to add value for prospective and current personnel, and UNOPS partners.
- Under the guidance of IPAS HR, advise, assist and mediate, as needed, on sensitive matters including grievances, potential violations in code of conduct, harassment, abuse, workplace disputes, performance improvement plans, complex employee relations matters, etc.
- Encourage line management responsibility for implementation of HR policies and effective team management, providing guidance and coaching as needed. Foster the relationship between supervisors and personnel, encouraging dialogue and two-way constructive feedback.

<ul style="list-style-type: none"> <li>• In collaboration with management as appropriate, encourage continuous improvement and professional growth by advising on, planning, and tracking learning and development activities.</li> <li>• Collaborate with leadership to support institutional gender and diversity initiatives, providing education and advice on issues related to equity, compliance, inclusion, and diversity.</li> </ul>
<p><b>3. Talent Acquisition and Administration</b></p> <ul style="list-style-type: none"> <li>• Oversee the application and implementation of talent acquisition and management policies and processes covering Recruitment, Onboarding, Position Management, Performance Management, Learning and Development, Change Management, Job Classification, Salary and benefits administration, Contract Administration, Succession Planning and Out-processing.</li> <li>• Under the guidance of IPAS HR, coordinate the efficient administration of contractual modalities, loans, exchanges, and secondments in the given geography, including oversight of engagement with relevant partners.</li> <li>• In collaboration with IPAS HR, coordinate personnel realignment exercises, including job fairs, to ensure timely competency elaboration, sourcing, selection, placement of required talent and transitions as well as due process.</li> <li>• Identify key talent areas and provide coherent, well-developed plans for obtaining, developing, and managing critical talent. Develop, utilize recruitment plans, tools and contribute to policy guidance to efficiently and effectively recruit and retain a diverse workforce to meet the needs of the business objectives.</li> </ul>
<p><b>4. Team Management</b></p> <ul style="list-style-type: none"> <li>• Facilitate the engagement and provision of high quality results and services of the team supervised through effective recruitment, work planning, performance management, coaching, and promotion of learning and development.</li> <li>• Provide oversight, ensuring compliance by team members with existing policies and best practices.</li> </ul>
<p><b>5. Knowledge building and knowledge sharing</b></p> <ul style="list-style-type: none"> <li>• Organize, facilitate and/or deliver training and learning initiatives for personnel on HR-related topics.</li> <li>• Lead, approve and conduct initiatives on capacity development and knowledge building for HR personnel, including network development, plans, learning plans and activities, HR practice information and best practice benchmarking.</li> <li>• Oversee team's contributions to HR knowledge networks and communities of practice including collaborative synthesis of lessons learnt and dissemination of best practices in human resources management.</li> <li>• Guide team's collection of feedback, ideas, and internal knowledge about processes and best practices and utilize productively.</li> <li>• Guide the development and maintenance of HR analytic parameters and data.</li> </ul>

## IV. Impact of Results

The effective and successful achievement of results by the Human Resources Manager directly affects the capacities and performance of the HR teams in their management, and implementation of Human Resources service lines and initiatives for the given geography. These affect client satisfaction as well as the readiness and capabilities of the human capital, to effectively develop and implement the programmes and projects of UNOPS. This promotes the

credibility of the organization as an effective service provider in project services and management.

## V. 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. **(Applicable only for levels ICS-10 and above)**



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, utilising 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



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 behaviour. 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.

## VI. Recruitment Qualifications

Education:	<ul style="list-style-type: none"> <li>Advanced University degree in relevant discipline.</li> <li>A first University degree in related fields combined with 2 years of relevant experience may be accepted in lieu of an advanced degree.</li> </ul>
Experience:	<ul style="list-style-type: none"> <li>A minimum of 5 years of relevant experience in human resources management including HR advisory services/business partnering in at least 2 areas of the following HR disciplines: HR Contract Administration/Benefits and Entitlements, HR Operations, Recruitment, Performance Management or Organizational Design</li> <li>Experience in an HR manager or team lead role is required</li> <li>Relevant experience in a multicultural setting is required</li> <li>International experience or exposure is required</li> <li>Some experience in UN system organizations/NGO preferably in a developing country is desirable.</li> <li>Experience in a similar HR function in a NGO is desirable</li> <li>Prior work experience in Asia would be an asset</li> </ul>
Language Requirements:	<ul style="list-style-type: none"> <li>Fluency in English is required.</li> <li>Working knowledge of another, official UN language is desirable</li> </ul>

## VII. Signatures- Post Description Certification

Incumbent *(if applicable)*

Name Signature Date

Supervisor

Name / Title Signature Date

Regional Director or Operations/Project Centre Manager

Name / Title

Signature

Date