

I. Position Information

Position Area: **Human Resources**
 Position Level: **Specialist**
 Organizational Unit: AFR, GHMCO - Ghana
 Duty Station: Accra , Ghana
 Reports to: Head of Support Services
 Source of Funding (*non-project*): LMDC

Approved Grade: ICS 10
 Post Classified by: IPAS HR

II. Organizational Context

The United Nations Office for Project Services (UNOPS) is an operational arm of the United Nations, supporting the successful implementation of its partners' peace building, humanitarian and development projects around the world. Mandated as a central resource of the United Nations, UNOPS provides sustainable project management, procurement and infrastructure services to a wide range of governments, donors and United Nations organizations.

The Multi Country/Country Office is responsible for managing strategic and operational risks associated with the CO/MCO portfolio of engagements, developing and delivering cost effective services contributing to partners' sustainable results and achievements of UNOPS management results.

UNOPS Ghana Multi Country Office (GHMCO), located in Accra, spans across West Africa, covering Ghana, Gambia, Liberia, Nigeria and Sierra Leone. GHMCO is responsible for managing strategic and operational risks associated with a subset of the regional portfolio of engagements, developing and delivering cost effective services contributing to partners' sustainable results and achievements of UNOPS management results.

The core functions of the Multi Country Office are to:

- Liaise and develop engagements, and deliver services responding to partner needs.
- Leverage advice and integrate delivery modalities of the three Delivery Practices and the Global Partner Service Office.
- Maintain appropriate arrangements and capacity for direct transactional support for delivery of the sub-regional portfolio.

GHMCO has a diverse portfolio covering infrastructure, urban plan development, project management, procurement and futuristic studies. Opened in 2015, GHMCO is one of the newest Multi-Country offices in UNOPS with a vision and drive to deliver top quality results to its partners with a sharp focus on operational excellence

Under the guidance and direct supervision of the Head of Support Services and collaborating closely with IPAS HR, the HR Specialist ensures consistent application of appropriate policies, rules, guidelines, procedures and practices in service provision in a given geography. The Human Resources (HR) Specialist provides advice to the senior management on the transparent implementation of HR strategies, effective delivery of HR services and management of the HR Unit in the Operational Hub, ensuring high quality, accuracy and consistency of work. S/he assesses client needs, interprets and applies HR policies, rules and regulations, establishes internal procedures and provides solutions to a wide spectrum of complex HR

issues. The HR Specialist promotes a collaborative, client-oriented approach consistent with UNOPS rules and regulations and contributes to the maintenance of high staff morale.

The HR Specialist supports the business unit 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 within a given geography

S/he leads and supervises the professional and support staff of the HR Unit throughout the Hub. The Incumbent will work in close collaboration with the Programme, Operations and project teams in the Operational Hub, Regional Office and UNOPS HQ personnel ensuring successful performance in HR management.

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.

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| <ul style="list-style-type: none"> • In collaboration with management as appropriate, encourage continuous improvement and professional growth by advising on, planning, and tracking learning and development activities. • Collaborate with leadership to support institutional gender and diversity initiatives, providing education and advice on issues related to equity, compliance, inclusion, and diversity. |
| <p>3. Talent Acquisition and Administration</p> <ul style="list-style-type: none"> • 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. • 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. • 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. • 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. |
| <p>4. Team Management</p> <ul style="list-style-type: none"> • 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. • Provide oversight, ensuring compliance by team members with existing policies and best practices. |
| <p>5. Knowledge building and knowledge sharing</p> <ul style="list-style-type: none"> • Organize, facilitate and/or deliver training and learning initiatives for personnel on HR-related topics. • 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. • 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. • Guide team's collection of feedback, ideas, and internal knowledge about processes and best practices and utilize productively. • Guide the development and maintenance of HR analytic parameters and data. |

IV. Impact of Results

The effective and successful achievement of results by the Human Resources Specialist 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

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| Education: | <ul style="list-style-type: none"> Advanced University degree (Masters) in Human Resources management, Business Administration, social or behavioral sciences. A combination of a Bachelor's degree with an additional two (2) years of relevant work experience may be accepted in lieu of the education requirements outlined above. |
| Experience: | <ul style="list-style-type: none"> A minimum of five (5) years of professional-level human resources experience, including HR advisory services, in a major area(s) of human resources management (HR Contract Administration, HR Reporting, Recruitment or Organizational Design) in an international, public or corporate organization at the national and/or international level is required. Relevant experience in a multicultural setting is desirable. Experience in UN system organizations preferably in a developing country is desirable. Experience in the usage of computers and office software packages (G Suite or similar systems) as well as web-based management systems is required. |
| Language Requirements: | <ul style="list-style-type: none"> Fluency in English Language (Writing, Reading and Speaking) is required Knowledge of another official UNOPS language is an asset. |

VII. Signatures- Post Description Certification

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| Incumbent <i>(if applicable)</i> | | |
| Name | Signature | Date |
| Supervisor | | |
| Name / Title | Signature | Date |
| Regional Director or Operations/Project Centre Manager | | |
| Name / Title | Signature | Date |