

**I. Post Information**

Position Area: **HR**  
Position Level: **Senior Officer**  
Organizational Unit: LCR, MXPO  
Duty Station: Mexico City, Mexico  
Contract/ Level: LICA 9

**II. Organizational Context**

UNOPS is an operational arm of the United Nations, supporting the successful implementation of its partners' peacebuilding, humanitarian and development projects around the world. Our mission is to help people build better lives and countries achieve sustainable development.

UNOPS provides health infrastructure, procurement and fund management services to our partners (Governments, UN organizations, International Financial Institutions, Funds) in some of the world's most challenging environments. From constructing hospitals, to procuring pharmaceuticals or medical equipment, UNOPS is working to deliver sustainable health outcomes for millions of people.

In recent years, the demand for health related services from our partners has increased significantly and this has translated into an equivalent increase in the procurement volume of health related goods and services, which since 2019 has totalled over \$400 million in pharmaceuticals, medical devices, medical and laboratory equipment and consumables.

In line with the framework agreement signed with the Government of Mexico, UNOPS supports different government collaboration initiatives aimed at fighting corruption and transparency in public management, as well as exercises aimed at strengthening government actions in the areas of procurement, infrastructure and management of high-impact projects in Mexico. The work requires strategic and operational perspectives, resource management ensuring transparency, effectiveness and efficiency that promotes the development and continuous strengthening of internal management in order to ensure high quality results, according to the needs of the partner in Mexico.

Under the direct supervision of the Head of Support Services and technical guidance of IPAS HR, the HR Senior Officer ensures consistent delivery of efficient and effective HR services to the client office(s). S/he interprets and applies HR policies, rules, regulations, and internal procedures to the management of key HR service lines and systems to support hiring managers in the sourcing, recruitment, selection, placement, realignment, and retention of the best available talent from internal and external sources. The incumbent provides solutions to a wide spectrum of complex HR issues, advice to international and national personnel, maintains oversight over the HR management of project personnel, and promotes a collaborative, client-oriented approach, contributing to the maintenance of high personnel morale.

The HR Senior Officer supervises and leads the personnel of the HR Unit, working in close collaboration with the programmes, operations and project teams in the respective office/s, in ensuring successful performance in HR management.

### III. Functions / Key Results Expected

#### Summary of Key Functions

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 assisting to generate and maintaining data on trends, risks and opportunities and sharing local HR best practices.
- Undertake projects in support of the HR initiatives for attainment of business objectives in line with the corporate HR strategy.
- Generate strategic and operational workforce data for planning, including related statistical summaries and movements of UNOPS personnel within the relevant business unit/s.
- Ensure appropriate mapping of HR business processes to enable efficient and effective services and workflows.
- Communicate HR policy changes and new HR initiatives to management and personnel, providing guidance as needed.

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

- Provide guidance on HR related systems and processes, including but not limited to, Recruitment, Contracts, Position Management, Benefits and Entitlements consistent with UNOPS rules and procedures.
- Provide advice to personnel on HR services such as the performance appraisal process, learning & development activities, contracts, benefits, entitlements and remuneration and career development.
- In collaboration with IPAS HR, assist to provide guidance 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.
- Collaborate with leadership to support institutional gender and diversity initiatives, providing education and advice on issues related to equity, compliance, inclusion, and diversity.

#### 3. **Talent Acquisition and Administration**

- Implement talent acquisition activities in line with UNOPS policies and processes covering Recruitment, Onboarding, Position Management, Job Classification, Performance Management, Learning and Development, Change Management, Salary and Benefit administration, Contract Administration, Succession Planning and Out-processing.
- In collaboration with IPAS HR, oversee administration of entitlements for all personnel and the efficient administration of contractual modalities, loans, exchanges, and secondments in the region. Inform and advise UNOPS and project personnel, consultants, partners on their conditions of service and entitlements according to their

<p>contract modality, expediting actions to facilitate their efficient, timely, and client-focused onboarding.</p> <ul style="list-style-type: none"> <li>• Oversee the provision of personnel reporting within the office, ensuring that systems and data are updated and in place.</li> <li>• Lead recruitment processes ensuring best practices are used for effective and efficient talent acquisition in line with UNOPS policy. Utilize and maintain recruitment plans, tools and policy guidance to efficiently and effectively recruit and retain a diverse workforce to meet the needs of the business objectives. Maintain personnel rosters.</li> <li>• Provide support in 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>• In collaboration with HQ, identify key talent areas and provide coherent, well-developed plans for obtaining, developing, and managing critical talent. Develop, utilize and recruitment plans, tools and policy guidance to efficiently and effectively recruit and retain a diverse workforce to meet the needs of the business objectives.</li> <li>• Liaise with UNOPS' HR related units such as SSC on all personnel administration matters.</li> <li>• Implement organizational changes and realignment exercises affecting personnel in UNOPS in accordance with UNOPS policy, ensuring personnelling actions are taken in an efficient manner.</li> <li>• Partner with business units to take a lead role in engagement and work enrichment initiatives and development of annual training plans in collaboration with PCG.</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 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>• Contribute to HR knowledge networks and communities of practice by providing collaborative synthesis of lessons learnt and dissemination of best practices in human resources management.</li> <li>• Collect feedback, ideas, and internal knowledge about processes and best practices and utilize productively.</li> <li>• Maintain HR analytic parameters and data.</li> </ul>

#### **IV. Impact of Results**

The effective and successful achievement of results by the HR Senior Analyst directly impact on the efficient performance of HR systems, talent acquisition and administrative services of the relevant business unit. These affect client satisfaction and the readiness and capabilities of the human capital of the unit, 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



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 (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 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:	<p>Advanced University degree in Human Resources management, Business Administration, social or behavioral sciences.</p> <p>Or a First University degree in Human Resources management or related fields combined with 4 years of relevant experience.</p>
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Experience:	<ul style="list-style-type: none"> <li>• A minimum of two years of professional-level human resources management experience, including HR advisory services, in a major area(s) of human resources management (eg. Talent Management, Organizational Design, HR strategic operations planning) in an international, public or corporate organization at the national and/or international level.</li> <li>• Experience supervising HR teams.</li> <li>• Experience using HR web-based systems.</li> </ul> <p>The following are desirable (<u>but not excluding</u>) qualification:</p> <ul style="list-style-type: none"> <li>• Experience in one or more of the following will be an asset: Change Management, Conflict Resolution, Coaching, Design and Development of training programmes, Development of recruitment strategies, Development and implementation of diversity and inclusion initiatives, Organization design and Workshop facilitation.</li> <li>• Relevant experience in a multicultural setting.</li> <li>• Some experience in UN system organizations.</li> <li>• Experience with Google Suite applications.</li> </ul>
Language Requirements:	<p>Fluency in Spanish is required.</p> <p>Fluency in English is required.</p> <p>Working knowledge of another official UN language is desirable.</p>

VII. Signatures- Post Description Certification		
Incumbent <i>(if applicable)</i>		
Name	Signature	Date
Supervisor		
Name / Title	Signature	Date
Regional Director or Operations/Project Centre Manager		
Name / Title	Signature	Date