

I. Position Information

Position Area: **HR**
Position Level: **Senior Assistant**
Position Function: -
Organizational Unit: MCO PAMCO
Duty Station: Panama or Costa Rica
Reports to: HR Officer

Current Grade: ICS/LICA -5
Proposed Grade: ICS-5
Approved Grade: ICS-5

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' peacebuilding, humanitarian and development projects around the world. UNOPS supports partners to build a better future by providing services that increase the efficiency, effectiveness and sustainability of peace building, humanitarian and development projects. 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.

Background Job Specific

The portfolio of transactional projects centralized in the Panama office (PAPC) has its specialization and focus on providing transactional services in the area of HR to other organizations within the United Nations system in Latin America and the Caribbean. The HR Assistant will primarily be responsible for processing new contracts, extensions and payroll as part of the administrative and transactional services that needs to be provided according to the Global Agreement with UNOPS partners, including the UN Refugee Agency (UNHCR), UN Medium Environment (UNEP) and UN Habitat and the specific case of UCIP (Panama Government).

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 assisting in collecting data on trends, risks, and opportunities and sharing local HR best practices.
- Assist with projects in support of HR initiatives for the attainment of business objectives in line with the corporate HR strategy.

2. **Advisory Services**

- Provide advice and guidance to personnel on administrative procedures, processes, and practices for the delivery of HR services with partner personnel
- Act as liaison between partner clients and provides proactive customer service to expedite completion of contracts, amendments, and payments,
- Provide labor certifications according to UNOPS template.

3. **Talent Acquisition and Administration**

- Support the completion of recruitment processes, including offers and rejections, and update the recruitment on-line information system in line with UNOPS policy related to Partner personnel.
- Undertakes reference checking, and organization of testing and interviews; minutes of general-service recruitments related to partner personnel
- Inform and advise partner personnel and/or focal points on routine aspects and elements of their conditions of service and entitlements according to their contract modality.
- Research precedents and present recommendations to the supervisor, taking into account institutionalized exceptions. Undertake research on a range of HR-related issues and assist in the preparation of notes/reports.
- Maintain monitoring systems, advising the supervisor on the status of pending requests and approaching deadlines.
- Answer questions and follow up with personnel and/ or focal points in HR-related matters. Liaise with relevant HQ and UN system units to exchange information and follow up on pending issues (BSSC- Bangkok Shared Services)
- Set up and maintain reference files/records- partner personnel.
- Follow up or process payroll verification.
- Process Request of Payment for reimbursement of fees related to international payments (payroll).
- Monitor the status of HR actions to facilitate timely action, including transactions initiated, expiring appointments/contracts, and pending separation actions related to partner personnel.
- Manage record maintenance, including personnel file systems as well as provision of related statistical summaries and tracking movements of UNOPS personnel within the relevant business unit/s.

4. **Knowledge building and knowledge sharing**

- Provides sound contributions to knowledge networks and communities of practice by synthesizing lessons learned and dissemination of best practices in human resources.
- Collect feedback, ideas, and internal knowledge about processes and best practices and utilize them productively.

IV. Impact of Results

The effective and successful achievement of results by the HR Senior Assistant directly impact on the compliant execution of HR processes in the respective unit and the efficient and effective performance within it. These promote the organization's credibility 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



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"> - Completion of Secondary education is required. - First University Degree preferably in Human Resources Management, Business Administration, Public Administration, or equivalent disciplines is desirable and may substitute some years of required experience. - Knowledge of UN policies, procedures, and practices highly desirable
Experience:	<ul style="list-style-type: none"> - Minimum of 5 years of relevant in providing HR advisory or recruitment, and/or HR-generalist services. - Some experience in UN system organizations is desirable - Proficiency in computers and office software packages (MS Office and Gsuite) and experience in handling of web-based management systems is required. - Experience in the use of HR information systems, Enterprise systems including OneUNOPS is desirable. -
Language Requirements:	<ul style="list-style-type: none"> - Full knowledge of Spanish - Full knowledge of English is required. - Knowledge of another official UN language is an asset.

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