

TERMS OF REFERENCE

(Individual Contractor Agreement)

Title:	Human Resources Associate
Duty Station:	San José, Costa Rica
Section/Unit:	LCR, PAMCO, Costa Rica
Contract/Level:	Local ICA Support - LICA 6 (ICS 6)
Supervisor:	Human Resources Senior Associate, ICS 7
Duración:	Ongoing

1. General Background

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. 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. With more than 6,000 personnel spread across 80 countries,

Our mission is to help people improve their lives and countries achieve peace and sustainable development. UNOPS's three priority areas correspond to:

(i) Sustainable Infrastructure: UNOPS designs, builds, repairs, and maintains infrastructure in some of the world's most challenging environments. Its activities focus on transport, education, and health infrastructure development, among other areas.

ii) Public Procurement: UNOPS is a central procurement resource for the United Nations system and governments. It emphasizes efficient, transparent, and sustainable delivery of goods and services.

(iii) Project management: UNOPS manages more than one thousand humanitarian, development and peacebuilding projects per year for different partners, ensuring quality, efficiency, and results that meet the highest standards.

UNOPS in Costa Rica, Panama, and the English and Dutch-speaking Caribbean (Multi-Country Office, PAMCO) develops initiatives in strategic sectors such as road infrastructure, water, and sanitation infrastructure projects, vertical infrastructure, procurement projects, among others, providing its capabilities in the management of complex projects, technical advice, and procurement, with a focus on sustainability and resilience. In all cases, applying the human rights approach and gender perspective, where UNOPS has been expanding its planning, implementation, and monitoring of Gender Equality, Diversity and Inclusion.

2. Functions and responsibilities

Under the direct supervision of the Human Resources Senior Associate and the overall direction of the Head of Support Services, as well as the technical guidance of IPAS HR, the HR Associate, is responsible for administering and implementing services, plans, and processes covering the array of Human Resources Management service lines for optimal employee and talent management, i.e. recruitment, learning, performance management, transition, organizational development, and contract management. S/he serves as the first contact for internal and external clients in resolving questions on processes and procedures and provision of guidance and information related to HR initiatives and services to a wide range of UNOPS clients

3. 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 to collect data on trends, risks, and opportunities and sharing local HR best practices.
- Assist with projects in support of HR initiatives for attainment of business objectives in line with the corporate HR strategy.
- Support the communication of 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, Performance Management, Benefits, and Entitlements consistent with UNOPS rules and procedures.
- Provide advice and guidance to personnel on administrative procedures, processes, and practices.
- Act as liaison between unit and internal and external clients and provides proactive customer service to expedite completion of projects, and provide information.
- As the first face of HR, ensure that new hires' first impressions are positive and that they have all in-processing information completed.
- Advise hiring management and guide personnel on UNOPS recruitment and performance management processes, and learning and development initiatives, resources, and plans.

- Provide advice to supervisors on good practices, policies and procedures in performance management, including managing of underperformance.
- Support the implementation of institutional gender and diversity initiatives, providing education and advice on issues related to equity, compliance, inclusion, and diversity.

3. Talent Acquisition and Administration

- Assist in recruitment processes ensuring best practices are used for effective and efficient talent acquisition in line with UNOPS policy.
- Actively participate in work force planning at the office and project level and guide clients through recruitment and selection processes. Take lead on requisition initiation, longlisting, testing and interviews, formal approvals, selection minutes, reference checking, fee calculation, offers and rejections, and updating recruitment on-line information system.
- Inform and advise UNOPS personnel, consultants, partners and project personnel on their conditions of service and entitlements according to their contract modality, expediting actions to facilitate their efficient, timely, and client-focused onboarding.
- Liaise with UNOPS' HR related groups such as SSC on personnel administration matters and submit transactional HR service data (normally within the ERP system).
- Research precedents and present recommendations to supervisor, taking into account institutionalized exceptions. Undertake research on a range of HR related issues and assist in the preparation of notes/reports.
- Establish and maintain monitoring systems, advising the supervisor on the status of pending requests and approaching deadlines. Follow up on team work processes to ensure clearance, approvals and timely workflows
- Answer questions and follow-up with personnel and management to ensure completion of absences requests, performance management cycle, and other HR processes etc. in electronic information systems.
- Liaise with relevant HQ and UN system units to exchange information and follow up on pending issues.
- Set up and maintain reference files/records.
- Follow up or process payroll verification
- Monitor status of HR actions to facilitate timely action by supervisor and line management, including on transactions initiated, expiring appointments/contracts, and pending separation actions.
- Support efficient planning and management of the HR unit, including drafting annual recruitment plans, implementing designated projects in line with the corporate HR strategy, overseeing personnel file systems as well as provision of related statistical summaries and tracking movements of UNOPS personnel within the relevant business unit

4. Team Management

- 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.
- Provide oversight, ensuring compliance by team members with existing policies and best practices.

5. Knowledge building and knowledge sharing

- Provide support to the organization, facilitation and/or delivery of training and learning initiatives for personnel on HR-related topics.
- Provides sound contributions to knowledge networks and communities of practice by synthesizing of lessons learnt and dissemination of best practices in human resources.
- Collect feedback, ideas, and internal knowledge about processes and best practices and utilize productively.
- Undertake research on a range of HR related issues and provide content for notes/reports including quarterly and year-end reports for monitoring, statistical, and review purposes by management.
- Liaise with relevant HQ and UN system units to exchange information and follow up on pending issues.

4. Impact of Results

The effective and successful achievement of results by the HR Associate directly impact on the compliant execution of HR processes in the respective unit and the efficient and effective performance within it. These promote the credibility of the organization as an effective service provider in project services and management.

5. Qualifications and Experience**Education:**

- Completion of Secondary education is required.
- First University Degree, preferably in Human Resources Management, Business Administration, Public Administration, Social Sciences, or equivalent disciplines is desirable and may substitute some years of required experience.
- Knowledge of UN policies, procedures and practices highly desirable

Experience

- Minimum of 6 years of relevant experience (or less according to educational degree level) in providing HR advisory or recruitment, and/or HR-generalist services.

- Proficiency in computers and office software packages (Gsuite) and experience in handling web-based management systems is required.
- Some experience in UN system organizations is desirable
- Experience in use of HR information systems, Enterprise systems including OneUNOPS is desirable.

Language

- Full knowledge of Spanish is required
- Full knowledge of English is required.
- Knowledge of another official UN language is an asset.

6. 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.

VII. Signatures- Post Description Certification		
Incumbent <i>(if applicable)</i> :		
Name:		
Title:	Signature:	Date:
Supervisor:		
Name:		
Title:	Signature:	Date:
Chief Division/Section:		
Name:		
Title:	Signature:	Date: