

**I. Position Information**

Position Area: <b>HR</b> Position Level: <b>Senior Assistant</b> Position Function: - Organizational Unit: LCR Office of the Regional Director Duty Station: Panamay City, Panama Reports to: LCR Regional HR Specialist Source of Funding ( <i>project/non-project</i> ): non-project	Current Grade: Proposed Grade: Approved Grade: LICA-5 Post Classified by: Classification Approved by: Standard TOR
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**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.

This position is part of the team that supports the operations of the Office of the Regional Director in Latin America and the Caribbean.

Under the direct supervision of LCR Regional HR Specialist, the HR Senior Assistant is responsible for providing technical and administrative support to the timely processing, recording, completion, monitoring, and maintaining of transactions and processes covering the array of Human Resources Management service lines in accordance with UNOPS' HR rules, regulations and policies for optimal employee and talent management. S/he may serve as the first contact for internal and external clients in resolving questions on routine and standard processes and procedures and provision of guidance and information related to HR initiatives and services to a wide range of UNOPS clients.

**III. Functions / Key Results Expected**

1. Support to policy development and implementation
2. Advisory Services
3. Talent Acquisition and Administration
4. Other operations support services

5. Knowledge Building and Knowledge Sharing
<b>1. Support to policy development and implementation</b> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Assist with projects in support of HR initiatives for attainment of business objectives in line with the corporate HR strategy.</li> </ul>
<b>2. Advisory Services</b> <ul style="list-style-type: none"> <li>• Provide advice and guidance to personnel on administrative procedures, processes and practices for delivery of HR services.</li> <li>• Act as liaison between unit and internal and external clients and provides proactive customer service to expedite completion of projects, and provide information.</li> <li>• As an interlocutor of HR, ensure that new hires' first impressions are positive and that they have all in-processing information completed.</li> <li>• Advise hiring management and guide personnel on routine elements of UNOPS recruitment and performance management processes, and learning and development initiatives, resources, and plans.</li> </ul>
<b>3. Talent Acquisition and Administration</b> <ul style="list-style-type: none"> <li>• Support the completion of recruitment processes including offers and rejections, and updating recruitment on-line information system in line with UNOPS policy.</li> <li>• Undertakes reference checking, elements of longlisting, and organization of testing and interviews; fee calculation, minutes of general-service recruitments,</li> <li>• Finalizes selection and other process approvals.</li> <li>• Inform and advise UNOPS personnel, consultants, partners and project personnel on routine aspects and elements of their conditions of service and entitlements according to their contract modality, expediting actions to facilitate their efficient, timely, and client-focused onboarding.</li> <li>• 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.</li> <li>• Maintain monitoring systems, advising the supervisor on the status of pending requests and approaching deadlines.</li> <li>• 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.</li> <li>• Liaise with relevant HQ and UN system units to exchange information and follow up on pending issues.</li> <li>• Set up and maintain reference files/records.</li> <li>• Follow up or process payroll verification.</li> <li>• 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.</li> <li>• 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.</li> <li>• Other HR-related functions delegated by the supervisor.</li> </ul>
4. Other operations support services

- As required may serve as back-up to operations support functions in the Office of the Regional Director.

#### 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.

### 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 Office of the Regional Director 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.

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

VII. Signatures- TOR Certification		
Incumbent <i>(if applicable)</i>		
Name	Signature	Date
Supervisor		
Name / Title	Signature	Date