

I. Position Information

Position Area: **HR**
Position Level: **Senior Associate**
Position Function:
Organizational Unit: Costa Rica, Project Center
(CRPC)

Duty Station: San Jose, Costa Rica
Reports to: Country Director

Current Grade:
Proposed Grade:
Approved Grade: ICS-7

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.

The UNOPS office in Costa Rica (CRPC) provides services to its associates in infrastructure and public investment projects.

Both areas require, from a strategic and operational point of view, a management of resources ensuring transparency, effectiveness and efficiency; that promotes the development and continuous strengthening of the internal management of the CRPC, in order to ensure high quality results, in accordance with the needs of its associates in the country and internal clients.

CRPC is part of a Multi Country Office (MCO) that includes Costa Rica, Panama and English/Dutch Caribbean speaking countries.

Under the direct supervision of Costa Rica Country Director the HR Senior 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. Additionally, the HR Associate will report to the Country Director and MCO HR Officer as well as the technical guidance of IPAS HR.

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 to maintain data on trends, risks and opportunities and sharing local HR best practices.
- Provide substantive HR expertise to assist in projects in support of HR initiatives for attainment of business objectives in line with the corporate HR strategy.
- Assist to generate strategic and operational workforce data for planning, including related statistical summaries and movements of UNOPS Office/Projects Centre personnel.
- Support the communication on HR policy changes and new HR initiatives to management and personnel, providing guidance as needed.
- Capacity to identify, monitor and manage risks associated with HR matters.

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 provide 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 on: recruitment processes, UNOPS performance management cycle, development initiatives, and learning plans.
- 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 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

- Provide client advice and submit transactional HR service data (normally within the ERP system) including but not limited to:
 - Recruitment and Selection: such as requisition initiation, longlisting, statutory body approvals, selection reports, offers and rejections.
 - Transactions:
 - Position actions (coordinate position classification and reclassification actions);
 - Contracts (initial, extensions, separations, status change actions);
- Calculation of fees for ICA personnel
- 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.
- Manage 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.

- Analyze attrition rates and trends in order to identify possible solutions and alternatives to increase overall personnel engagement in the organization.
- Liaise with UNOPS' HR related groups such as SSC (Shared Services Center) on personnel administration matters.
- Research precedents and present recommendations to supervisors, taking into account UNOPS policies and regulations regarding exceptional procedures and when to apply them..
- 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
- Monitor status of HR actions to facilitate timely action by supervisor/ line management and personnel.

4. **Team Management**

- Contribute with the engagement and provision of high quality results and services in the HR team through effective work planning, performance management, coaching, and promotion of learning and development.
- Provide assistance and inputs to supervisors regarding possible solutions and courses of actions related to internal and external conflicts.
- Provide oversight, ensuring compliance by team members with existing policies and best practices.

5. **Knowledge building and knowledge sharing**

- Organize, facilitate and/or deliver training and learning initiatives for personnel on HR-related topics.
- Provide 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 contribute data as well as draft notes/reports.
- Liaise with relevant HQ and UN system units to exchange information and follow up on pending issues.

IV. 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.

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

<p>Education:</p>	<ul style="list-style-type: none"> - Completion of Secondary education required. - First University Degree in Human Resources Management, Business Administration, Public Administration, or equivalent disciplines is desirable and may substitute some years of experience required. - Certifications in individual and team coaching are desirable. - Knowledge of UN policies, procedures and practices highly desirable
<p>Experience:</p>	<ul style="list-style-type: none"> - Minimum of seven (7) years (or less according to education degrees) of relevant experience in an international and/or national organization in providing HR advisory, recruitment, and/or HR-generalist, support services.

	<ul style="list-style-type: none"> - Some experience in UN system organizations is desirable - Experience in Public Sector is desirable - Proficiency in computers and office software packages (MS Office and/or G-suite) and experience in handling of web-based management systems is required. - Experience in use of HR information and/or Enterprise systems is desirable
Language Requirements:	<ul style="list-style-type: none"> - - Full knowledge of Spanish is required - - Full knowledge of English is required - - Knowledge of another official UNOPS language is an asset

VII. Signatures- Post Description Certification

Incumbent *(if applicable)*:

Name:

Title:

Signature:

Date:

Supervisor:

Name:

Title:

Signature:

Date:

Chief Division/Section:

Name:

Title:

Signature:

Date: