

TERMS OF REFERENCE

Title:	Human Resources Senior Associate
Duty station:	Port-au-Prince, Haiti
Section/Unit:	Haiti Country Office (HTCO)
Contract/Level:	ICS-7, LICA-7
Duration:	Ongoing
Supervisor:	Human Resources Senior Officer, ICS-8

1. Background Information

UNOPS has been working in Haiti for 18 years with the Haitian Government, other United Nations agencies and international organizations to support them in project management, procurement and logistics services. UNOPS also provides communication and governance support, as well as technical expertise in engineering and infrastructure for the implementation of projects that have a positive impact on the lives of Haitians. Over the past few years, the operation center in Haiti has mainly implemented major infrastructure projects (roads, schools, energy), health-related procurement such as medical equipment and ambulances, and management support to the government.

Job-Specific Information

Under the direct supervision of the Human Resources Senior Officer and the overall direction of the Head of Support Services as well as the technical guidance of IPAS HR, 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. They serve 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.

2. 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 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.

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 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

- 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. Maintain personnel rosters.
- Liaise with UNOPS' HR related groups such as the Shared Service Centre on personnel administration matters.
- Research precedents and present recommendations to the supervisor, taking into account institutionalized exceptions.
- 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

- 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

- 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 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.

3. Qualifications and Experience

Education

- Completion of secondary education required.
- A first-level university degree (e.g. Bachelor) in Human Resources Management, Business Administration, Public Administration, or equivalent disciplines is desirable but not required, and may be considered as a substitute for four years of qualifying work experience.

Work Experience

- With a high school diploma, a minimum of 7 years of relevant experience in providing HR advisory, recruitment, and/or HR-generalist support services is required
- Ability to use Google Workspace and handle web-based management systems is required.
- Experience in UN system organizations is an asset.
- Experience in the use of HR analytics and information is desirable.

Languages

- Fluency in English and French are required.

4. 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, utilizing appropriate leadership styles



Demonstrates understanding of the impact of one's 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 one's own approach to suit changing circumstances or requirements. Reflects on experiences and modifies own behavior. 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.

5. Signature

Contract holder (Name/Title)

Signature

Date