

I. Post InformationPosition Area: **HR**Position Level: **Officer**Position Function: Human Resources Officer
(Internal or External Candidates - One year Assignment)

Organizational Unit: MCO PAMCO

Duty Station: Panama City, Panama or San Jose, Costa Rica

Reports to: Head of Support Services

Source of Funding (*project/non-project*):

Approved Grade: ICS- 8

II. Organizational Context**Organizational Context:**

The United Nations Office for Project Services (UNOPS) is a United Nations body responsible for infrastructure, procurement and project management. Our mission is to help people improve their lives and countries achieve peace and sustainable development. UNOPS' three priority areas are: **i) Sustainable Infrastructure:** UNOPS designs, builds, repairs and maintains infrastructure in some of the world's most challenging environments. Its activities focus on the development of transport, education and health infrastructure, among other areas. **ii) Public Procurement:** UNOPS is a central procurement resource for the United Nations System and Governments, ensuring efficient, transparent and sustainable delivery of goods and services. **iii) Project Management:** UNOPS manages more than a thousand humanitarian, development and peacebuilding projects for different partners every year, ensuring quality, effectiveness and results that meet the highest standards.

About Our Culture:

Our work contributes to building the foundations for countries and communities to achieve peace and sustainable development, guided by our **values:** Inclusion, Integrity, Humility and Humanity.

About the Multi Country Office:

Since 2009, UNOPS Panama Multi Country Office (PAMCO) provides strategic solutions to its partners in Panama, Costa Rica and English and Dutch speaking Caribbean. PAMCO manages a wide project portfolio that includes the implementation of infrastructure projects, technical assistance (supervision of works and advisory services) and provision of transactional services. Its partners include national and local governments, civil society and other UN Agencies.

This position is located in PAMCO and performs under the direct supervision of the Head of Support Services (HoSS) and under secondary supervision of the Regional Human Resources Advisor. The Human Resources Officer ensures consistent delivery of efficient and effective HR services to the PAMCO (Panama, Costa Rica, and English and Dutch speaking Caribbean) and is an active member of the network of human resources practitioners in the Latin America and Caribbean Region (LCR HR network).

The person hired for this role will be hired for one year, initially will cover a maternity leave of the HR team in Panama (six months) and subsequently will provide HR services to the MCO, mainly to Costa Rica and in prioritized HR activities relevant to the MCO.

III. Functions / Key Results Expected

The HR Officer interprets and applies HR policies, rules, regulations, and internal procedures to the management of key HR service lines and systems to support hiring managers in the sourcing, recruitment, selection, placement, realignment, and retention of the best available talent from internal and external sources. The HR Officer supervises and leads the HR team, working in close collaboration with the programmes, operations and project teams in the respective office/s, in ensuring successful performance in HR management.

1. Support to policy development and implementation
2. Advisory Services
3. Talent Acquisition and Administration
4. Team Management
5. Knowledge Building and Knowledge Sharing
6. Other duties as assigned

1. Support to policy development and implementation

- Contribute to HR policy development and corporate HR initiatives by compiling and maintaining data on trends, risks and opportunities and sharing local HR best practices.
- Provide technical or administrative services in support of HR initiatives for attainment of business objectives in line with the corporate HR strategy.
- Generate strategic and operational workforce data for planning, including related statistical summaries and movements of UNOPS personnel within the relevant business unit/s.
- Communicate HR policy changes and new HR initiatives to management and personnel, providing guidance as needed.

2. Advisory Services

- Provide guidance on HR related policies, processes and systems including but not limited to **Recruitment, Contracts, Position Management, Benefits and Entitlements**.
- Provide advice and answers to personnel on various HR topics including but not limited to performance appraisal process, learning & development activities, contracts, benefits, entitlements and remuneration, career development and HR resources and tools.
- Fosters the knowledge of the PAMCO personnel with regard to HR process, policies and benefits/entitlements by designing workshops, webinars, information material, etc.
- Assist to provide guidance as needed on sensitive matters including grievances, potential violations in code of conduct, harassment, abuse, workplace disputes, performance improvement plans, complex employee relations matters, etc.
- Encourage line management responsibility for implementation of HR policies and effective team management, encouraging dialogue and two-way constructive feedback.
- Collaborate with leadership to support the implementation of diversity, inclusion and equality workforce regional or global initiatives, providing education, guidance, and awareness .
- Works in close collaboration with the Regional HR Advisor in the implementation at the PAMCO level of strategic HR regional initiatives as well as the deployment of global HR initiatives.

3. Talent Acquisition and Administration

- Implement talent acquisition activities in line with UNOPS policies and processes covering Recruitment, Onboarding, Performance Management, Learning and Development, Change Management, Salary and Benefit administration, Contract Administration, Succession Planning and Out-processing.
- Administer contracts, entitlements, loans, exchanges, and secondments. 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.
- Support 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.
- Provide technical inputs into, and organize straightforward components of, regional and national personnel realignment exercises, including job fairs, to ensure timely competency elaboration, sourcing, selection, placement of required talent and transitions as well as due process.

- Identify key talent areas and provide elements of coherent, well-developed plans for obtaining, developing, and managing critical talent. Utilize recruitment plans, tools and policy guidance to efficiently and effectively recruit and retain a diverse workforce to meet the needs of the business objectives.
- Liaise with UNOPS' HR related groups on personnel administration matters.
- Guide business units in engagement and work enrichment initiatives and development of annual training plans.

4. Team Management

- 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 relevant business unit/s.
- Supervise the HR team of Panama, facilitating work planning, managing performance, motivating, developing and coaching team members to deliver high quality results and services.

5. Knowledge building and knowledge sharing

- Organize, facilitate and/or deliver training and learning initiatives for personnel and other 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.
- Substantively contribute to the planning and development of the HR components of the office annual report.
- Collect feedback, ideas, and internal knowledge about processes and best practices and put them to use productively.
- Actively participates in the LCR Network by sharing knowledge in relevant HR topics, good practices and lessons learnt.

6. Other duties as assigned in line with position level and needs of the service.

IV. Impact of Results

The effective and successful achievement of results by the Human Resources Analyst directly impacts on the efficient performance of key elements of HR systems and services of the relevant business unit. These affect aspects of client satisfaction as well as of the readiness and capabilities of the human capital of the unit, to effectively develop and implement the programmes and projects of UNOPS. This contributes to the credibility of the organization as an effective service provider in project services and management.

V. Recruitment Qualifications

Education:	<ul style="list-style-type: none"> • Advanced University degree in Human Resources management, Business Administration, social or behavioral sciences. • Or a First University degree in Human Resources management or related fields combined with 2 years of relevant experience.
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	<ul style="list-style-type: none"> • Certification or formal training on coaching is desirable.
Experience:	<ul style="list-style-type: none"> • A minimum of one to two years of experience in main areas of the HR function such as talent acquisition, talent development and/or HR services administration in an international, public or corporate organization • Experience leading HR teams is desirable • Some experience in UNOPS or other UN system organizations is desirable.
Skills	<ul style="list-style-type: none"> • Must be familiar with the use of HR ERPs and office software preferably in google environment (eg. g-docs, g-sheets, g-slides, google collaboration features, etc).
Language Requirements:	<ul style="list-style-type: none"> • Fluency in Spanish is required. • Intermediate level English is required. Fluent/Advanced level English is an advantage. - • Working knowledge of portuguese or french is desirable
Work environment:	<ul style="list-style-type: none"> • This position is for the Multi-Country Office (MCO) and can be located at the UNOPS offices in Panama City, Panama, or San José, Costa Rica. • The Multi-Country Office has a hybrid work scheme that allows a maximum of two days of working from home depending on work requirements and in-person service needs. • The position may require travel to other countries, primarily within the MCO.

VI. 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.

	<p>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.</p>
	<p>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 behavior. Performance is consistent, even under pressure. Always pursues continuous improvements.</p>
	<p>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.</p>
	<p>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.</p>

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: