



UNITED NATIONS CHILDREN'S FUND
GENERIC JOB PROFILE (GJP)

I. Post Information

Job Title: Human Resources Manager
Supervisor Title: Chief of Operations
Organizational Unit: Syria Country Office

Job Level: P4
Job Profile No:
CCOG Code:
Functional Code:
Job Classification Level: P4

II. Organizational Context and Purpose for the job

UNICEF is a leading humanitarian and development agency working globally for the rights of every child. Child rights begin with safe shelter, nutrition, protection from disaster and conflict and traverse the life cycle: pre-natal care for healthy births, clean water and sanitation, health care and education. UNICEF has spent nearly 70 years working to improve the lives of children and their families. Working with and for children through adolescence and into adulthood requires a global presence whose goal is to produce results and monitor their effects. UNICEF also lobbies and partners with leaders, thinkers and policy makers to help all children realize their rights—especially the most disadvantaged.

Job organizational context:

HR Manager's at the P4 level are authoritative experts in the field of human resources. These positions are not only responsible for the execution of client services, but are also responsible for regularly supporting senior management in policy direction and design. Subsequently, it is expected that they are able to – on a regular basis – develop original and innovative means to help advance the profession and also tackle highly complex HR matters that do not follow established patterns.

Furthermore, HR Managers are also usually responsible for planning, organizing and supervising a team of HR staff as well as for managing broad and complex projects.

Purpose of the job:

The HR Manager, within their area of responsibility, is accountable for implementing HR services that enhance the capacity of their clients to deliver on their business goals and objectives. In doing so, the incumbent demonstrates the ability to anticipate HR-related needs and develop subsequent plans and solutions that align HR management with business objectives.

III. Key functions, accountabilities and related duties/tasks:

Summary of key functions/accountabilities:

Management of Unit

- Support the Chief of Section in establishing the annual work plan, setting priorities/targets and performance measurements.
- Monitor work progress and ensure results are achieved according to schedule and performance standards.
- Establish clear individual performance objectives, goals and timelines; and provide timely guidance to enable the team to perform their duties responsibly and efficiently.

Technical HR Leadership

- Provide technical leadership in one or more HR specialty areas with responsibility for reviewing the work of other Professional and General Service staff for compliance with principles and concepts, policies, regulations and rules as well as for soundness of judgement and conclusions.
- Develop, implement, and monitor the interpretation and application of new human resources policies, practices and procedures in area of specialization to meet the evolving needs of the organization including formulating the position of the organization on policies in area of HR specialization and determining the appropriate application of rules and regulations to highly sensitive or contentious individual cases having implications for other HR systems and UNICEF as a whole.

Business Partnering

- Serve as the single point of contact for his/her client portfolio on advice pertaining to all aspects of the employment life cycle
- Work with clients to help fulfill their goals through advising on how to attract, retain and motivate staff of the highest caliber.
- Provide accurate and timely advice to clients on HR processes and policies, ensuring the highest level of client-orientation.
- Proactively advise clients on the resolution of human resources issues ensuring equitable and transparent solutions that protects both the staff and organizations interests in accordance with policies, regulations and procedures.
- Promote the organizational goals and targets for gender equity and cultural diversity.

Strategic Human Resources

- Liaise with the HQ Divisions, regional and country offices to support and contribute to corporate HR strategy formulation and global implementation. Provide feedback and make recommendations on the establishment and improvement of HR systems, policies and processes.
- Keep abreast, research, benchmark, and implement best and cutting edge practices in HR management and contribute to the development of global policies, procedures and

introduce innovation through sharing of best practices and knowledge learned.

- Responsible for strategic human resources forecasting for his/her clients including identifying future human resource requirements in terms of numbers, types and levels of staff, and identifying emerging trends in profile requirements.
- Helps design optimal organizational, staffing structures and levels, and, in consultation with senior management develops standards and benchmarks staffing norms.

Implementation of assigned Human Resources Services

- Provide support to various or one specific HR occupation (recruitment, job classification, career development, performance management, data analytics, learning & development etc.) to help their supervisors in implementing efficient client services that help either attract, retain and/or motivate staff of the highest caliber.
- When assigned casework in the relevant area on either a routine or non-routine basis, analyze and synthesize issues and problems, and interpret established, formal guidelines to address and recommend solutions or further actions required.

Learning and Capacity Development

- In collaboration with business owners, design and deliver learning plans for staff to enhance their knowledge and build skills in new areas.
- Contributes to the mapping of competencies for all staff in assigned client portfolio, assisting in the development of a comprehensive framework in support of the development of the talent pipeline.
- Recommend efficient and cost-effective learning products which strengthen staff capacity to contribute effectively to business goals.
- Participate as a resource person in capacity building initiatives to enhance the competencies of clients/stakeholders.
- Provide orientation briefings to new staff.
- Provide day-to-day performance and talent management guidance to line management (e.g., coaching, counseling, career development, career conversations, and disciplinary actions)

HR Data Analytics

- Interpret and analyze HR data to help inform strategic decision making on HR processes and strategies.
- Develop data collection systems to optimize data quality.
- Coordinate with country offices and partners to provide assistance in their HR information management.

IV. Impact of Results:

The work impacts the development of new and/or modifications of existing policies, practices and techniques as well as the revision of HR work performed at lower levels and taking corrective and adaptive actions.

They are accountable for (a) convincing management of the utility of improved approaches to the delivery of assigned HR services; (b) addressing problems involved in formulating UNICEF's position on the interpretation and application of policies, regulations and rules to highly contentious cases; (c) satisfying the organizational, programmatic and HR needs related to the field of work; and (d) developing expert advice for UNICEF that is recognized and accepted as being fully sound.

The work is defined by support to one major or a group of UNICEF's departments and offices yet the impact of work encompasses the UNICEF HR community as a whole requiring continuous and collaborative exchange of technical expertise with peers and management to ensure it is seen as speaking with one voice.

V. Competencies and level of proficiency required (based on UNICEF Professional Competency Profiles)

Core Values

- Commitment
- Diversity and inclusion
- Integrity

Core competencies

- Communication (II)
- Working with people (III)
- Drive for results (II)

Functional Competencies:

- Leading & Supervising (II)
- Formulating Strategies and Concepts (II)
- Analyzing (II)
- Applying technical expertise (II)
- Planning and organizing (II)

VI. Skills

Managerial

The ability to allocate appropriate time and resources for successful achievement of goals and foresee risks and allow for contingencies when planning.

Ability to implement clear goals that are consistent with agreed strategies, identify priority activities and assignments, adjust priorities as required.

Strategic

Experience and ability to help design and implement targeted and innovative human resources strategies to address clients' people-related needs.

Ability to help design and implement innovative HR programs within a fast paced, evolving, and wide organizational setting.

Technical

Authoritative technical knowledge of the principles and concepts of human resources management.

Capacity to adapt policies, approaches and models to meet emerging needs.

Ability to identify and analyze systemic issues, formulate opinions and make conclusions and recommendations to resolve same.

Excellent knowledge of organizational and HR information technology systems and tools.

Interpersonal and Communication

Demonstrated ability to communicate effectively in a diverse organization tailoring language, tone, style and format to match audience.

Ability to empathize with client managers, supervisors and staff while advocating for consistent and equitable applications of promulgated HR regulations and rules.

VII. Recruitment Qualifications

Education:	An Advanced University Degree in human resource management, business management, international relations, psychology or another related field is required.
Experience:	Eight years of professional experience in human resource management in an international organization and/or large corporation is required.
Language Requirements:	Fluency in English is required. Knowledge of another official UN language or local language of the duty station is considered as an asset.