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

I. Post Information

Job Title: Human Resources Officer **Supervisor Title:** Human Resources Manager, P-4 (Post No. 64166) **Organizational Unit**: Zimbabwe CO **Location:** Harare, Zimbabwe	**Job Level:** NO1 **Job Profile No:** 118582 **CCOG Code:** 1.A.06 **Functional Code:** HRE **Job Classification Level:** NOA

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:

The Generic Job Profile for a Human Resources Officer at the NOA level is to be used in a large Country Office where the Representative is at D1 level and the Human Resources Unit falls under the Operations Section, reporting to the Human Resources Manager (Post number 64166) at P4 level.

The NOA level is an entry professional level and should therefore be used for training purposes under close guidance by an expert on HR for the purpose of acquiring organizational knowledge of rules, regulations and processes to supplement academic and theoretical knowledge of the profession for upward mobility to higher responsibilities.

Purpose for the job

The HR Officer reports **to the HR Manager** for close guidance, training and supervision. The Officer provides support to the supervisor and colleagues in the unit by executing HR services through applying knowledge of theoretical HR models, as well as understanding of organizational HR policies and procedures.

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

Summary of key functions/accountabilities:

1. **Business Partnering**

- Through research of policies and analysis of data, provide support to the HR Business Partner in advising their clients on HR-related needs and developing subsequent plans of action.

- Under the supervisor's guidance, provide accurate and timely advice to clients on HR processes and policies, ensuring the highest level of client-orientation.

- Support supervisor in proactively advising clients on the resolution of human resources issues by recommending equitable and transparent solutions that protects both the staff and organization's interests in accordance with policies, regulations and procedures.

- Research and compile data that conveys organizational progress towards gender equity and cultural diversity.

2. **Strategic Human Resources**

- Help supervisor liaise with the HQ Divisions, regional and country offices to support and contribute to corporate HR strategy formulation and global implementation.

- Research and provide data which helps inform the improvement of HR systems, policies and processes.

- Keep abreast and research 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.

3. **Support to Implementation of assigned Human Resources Services**

- Provide support to various or one specific HR occupation (recruitment of staff and consultants, job classification, career development, performance management, data analytics, learning & development, workforce planning, workload analysis, development of Standard Operating Procedures related to HR, workflow mapping, staff wellbeing, and HR in emergencies) 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.

4. **Learning and Capacity Development**

- In collaboration with business owners and the HR Officer NO2 level, support the design and delivery of learning plans for staff.

- Contributes to the mapping of competencies for all staff included in the assigned client portfolio, assisting in the development of a comprehensive framework in support of the development of the talent pipeline.

- Research on efficient and cost-effective learning products which enable staff to

develop their skills and competencies.

- Participate as a resource person in capacity building initiatives to enhance the competencies of clients/stakeholders.

- Provide induction and orientation briefing to new staff.

5. **HR Data Analytics**

- Collect, interpret and analyze HR data to help inform decision making on HR processes and strategies.

- Support the development and implementation of 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:

Through research, analysis and interpretation of policy, carried out under very close supervision, the incumbent strengthens the supervisor's capacity in effectively and efficiently executing all human resource services and tasks.

The impact is thus centered on providing through and accurate analysis of individual cases and processes. While the type of analysis and decision-making varies among the different HRM specialties, typical examples include:

- Researching a body of rules, regulations and precedents to determine eligibility for entitlements or benefits

- Helping the supervisor determine qualification requirements for vacant posts

- Comparing the qualifications of several candidates with those of the post

- Classifying unique job descriptions by application of promulgated classification standards.

- Helping determine the action needed in order to improve staff skills through the identification of individual and organizational training needs

- Researching the most appropriate methods of training to meet these needs or analyzing work to determine the relative worth of jobs

V. UNICEF values and competency Required (based on the updated Framework)

i) Core Values

- Care
- Respect
- Integrity
- Trust
- Accountability

Core Competencies

- Demonstrates Self Awareness and Ethical Awareness (1)
- Works Collaboratively with others (1)
- Builds and Maintains Partnerships (1)
- Innovates and Embraces Change (1)
- Thinks and Acts Strategically (1)
- Drive to achieve impactful results (1)
- Manages ambiguity and complexity (1)

VI. Skills

Technical

Basic knowledge of the principles and concepts of human resources management.

Ability to identify issues, conduct rigorous research, and make conclusions and recommendations.

Strong research, planning and organizational skills.

Excellent knowledge of information technology systems and tools.

Interpersonal and Communication

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:	A University Degree in human resource management, business management, international relations, psychology or another related field is required.
Experience:	One year 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 a local language is an asset.

VIII. Child Safeguarding Risk Assessment

Is this position considered as 'elevated risk role' from a child safeguarding perspective?	☐Yes ☒ No If Yes, check all that apply
Direct contact role	☐Yes ☒ No If yes, please indicate the number of hours/months of direct interpersonal contact with children, or work in their immediate physical proximity, with limited supervision by a more senior member of personnel.
Child data role	☐Yes ☒ No If yes please indicate the number of hours/months of manipulating or transmitting personal-identifiable information of children (names, national ID, location data, photos).
Assessed Risk Role	☐Yes ☒ No If yes, please indicate the number of hours/months of direct engagement with particularly vulnerable children
Safeguarding response role	☐Yes ☒ No

IX. Human Resources Section Structure