UNITED NATIONS CHILDREN'S FUND
GENERIC JOB PROFILE

I. Post Information			
Job Title:	People and Culture Manager, Staff Support Unit (SSU)	**Job Level:**	P4
Post Location:	New York, USA	**CCOG Code:**	1.A.06
Post Supervisor Title	Chief Business Partner, NY Branch	**Functional Code:**	OH
Organizational Division:	Division of Human Resources (DHR)	**Job Classification Level:**	P4

II. Organizational Context and Purpose for the job

Job organizational context:

UNICEF is the 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.

As part of the HQ Efficiency Initiative (HQEI) and related staff support strategy, a Staff Support Unit (SSU) is established by the Division of Human Resources (DHR) to serve as a central resource for staff during the HQ transition. The SSU will act as a referral service and advisory unit to staff affected by the HQEI in NYHQ, Geneva and other HQ outposted locations.

The SSU will ensure that support and information is people-centered and consistent across divisions, working closely with different stakeholders, DHR section chiefs, divisions, and other networks. The unit will deliver a range of services and events in line with the Staff Support Strategy, including policy and career guidance and advice on mitigation procedures. Services will be delivered through internal resources and external providers as needed.

Purpose of the job:

Under the guidance of Chief HRBP, the HR Manager will head the SSU and manage the SSU team to ensure timely support to staff and divisions/offices on various staff matters and cases emerging from HQEI change management process. S/he will ensure structured flow of information by establishing systems, coordination mechanisms, workflows and standard KPIs to manage the change and provide regular updates and report matters that need escalation to DHR or UNICEF Senior Leadership.

As part of their role, the HR Manager maintains an effective level of business literacy about the client's short and long-term objectives, challenges to find solutions and offer support through the HQ Efficiency Initiative.

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

Summary of key functions/accountabilities:

- As the SSU team manager, provide technical supervision and manage the team and ensure smooth implementation of the Staff Support Strategy across Divisions in NYHQ and Geneva that are impacted by HQEI
- Act as an advisory resource for Divisional Heads and HRBPs to facilitate effective change management and support strategies for staff impacted by HQEI transition in their respective Divisions.
- Create adequate case management systems and coordination mechanisms to timely address cases. Work on continuous system enhancements and bring innovative ideas for efficiencies and effectiveness on case data management.
- Ensure policy compliance and quality assure responses to staff and management.
- Provide regular updates to various stakeholders and identify exceptional cases which needs to be escalated to DHR or Senior Management.
- Proactively engage with HRBPs to ensure consistent application of staff support strategy in a transparent manner to all staff across divisions/offices.
- Collaborate effectively with other DHR sections and centers of expertise including external networks to provide coherent solutions for clients.
- Establish a knowledge sharing and management system to provide consistent information and ensure actions taken for agile learning.
- Promote the organizational values around gender, diversity equity and inclusion**.**
- In collaboration with relevant sections and concerned HRBPs, provide consistent information to staff to enhance their knowledge.
- Host periodic information sessions for NYHQ/ Geneva HQ staff around staff support strategy.
- Document lessons learnt and prepare regular briefings for Chief, HRBP and Senior Management.
- Monitor work progress and ensure results are achieved according to schedule and performance standards.com
- Work in close collaboration with HQEI Project Team and represent SSU in various HQEI working groups ensuring steady flow of communications.

IV. Impact of Results:

The effective execution of the above tasks directly impacts on the ability of the SSU to provide consistent and thorough information to staff members that enables them to make informed decisions concerning the transition. This contributes to maintaining and enhancing the credibility of UNICEF as an effective employer of highly qualified staff members, performing effectively in support of its mission, goals and objectives.

V. Competencies and level of proficiency required

Core Values

- Care, Respect, Integrity, Trust and Accountability

The UNICEF competencies required for this post are...

- Demonstrates Self Awareness and Ethical Awareness
- Works Collaboratively with others
- Builds and Maintains Partnerships
- Innovates and Embraces Change
- Thinks and Acts Strategically
- Drive to achieve impactful results
- Manages ambiguity and complexity
- Nurtures, leads and manages people

VI. Skills

- Strong technical knowledge of the principles and concepts of human resources management.
- Ability to guide, advise and influence diverse clients in making sound decisions during a change process.
- Ability to provide technical and administrative leadership to staff supervised and to develop clear goals that are consistent with agreed strategies.
- Ability to identify and analyze systemic issues, formulate opinions and make conclusions and recommendations to resolve same with high level of tact and judgement.
- Experience and ability to design and implement targeted and innovative human resources strategies to address clients' people-related needs.
- Good project management skills.
- Good negotiating skills and ability to reason with effective arguments.
- Ability to coordinate and communicate information clearly and consistently with high level of analytical and organizational skills.
- Demonstrated ability to communicate effectively in a diverse organization tailoring language, tone, style and format to match audience.
- Ability to facilitate difficult conversations in a considered and tactful manner.
- Ability to promote diversity in all HR activities.
- Excellent knowledge of organizational and HR information technology systems and tools.
- Ability to empathize with client managers, supervisors and staff while advocating for consistent and equitable applications of polices and procedures.

VII. Recruitment Qualifications

Education:	An Advanced University Degree in human resource management, business management, international relations, psychology or other related social science field is required.
Experience:	A minimum of eight years of increasingly responsible professional experience in human resource management in an international organization and/or large corporation is required. HR managerial experience in UNICEF is highly desirable.
Language Requirements:	Fluency in English is required. Knowledge of another official UN language is an asset.

VIII. Signatures- Job Description Certification

Name:	Signature	Date
Title: (Supervisor)		
Name	Signature	Date
Title: Head of Office		