

# TERMS OF REFERENCE

(FOR Temporary Appointments)



## UNICEF-BCO: TERMS OF REFERENCE (TOR)

Job Title and Level: Human Resource Manager, P4

Section: Human Resources

Duration: 6 months\*

Duty Station: Dhaka

Reports to: Deputy Representative Operations

### Background:

UNICEF Bangladesh Country Office (BCO) has more than 320 staff and 100+ consultants, UNVs and Interns spread over our country office based in Dhaka and 7 other field offices. Cox's Bazar is our largest field office with more than 100+ staff working in an L1 protracted emergency. The BCO has just completed a PBR exercise and is in the process of implementing significant changes to its staffing structure, including for the HR Team itself. The team is involved in an extensive recruitment exercise, in collaboration with recruitment hub based in ROSA. With around 51 encumbered posts being affected, the HR Team is currently engaged in implementing an HR Mitigation and Staff Support Strategy, targeting primarily those whose positions have been abolished. Apart from the business as usual, the team's focus has also been to implement our OneHR Strategy in the context of Bangladesh. As a result, the team is also working on the implementation of our Staff Mental Health and Well-being Strategy for UNICEF Bangladesh 2024, in addition to a very ambitious Annual Learning Plan and as part of Annual Work Plan for this year.

The HR Team in Bangladesh Country Office is committed to providing qualitative, agile, and people-centric service to all its personnel in Dhaka, as well as in our Field Offices including Cox's Bazar, currently an L1 Emergency Duty Station. The team operates relying on the HR Business Partnering model to ensure best solutions are identified for all human resources management needs with a strong focus on client service orientation.

### Purpose of Assignment:

The Human Resources (HR) Manager is responsible for managing various HR functions to ensure the effective and efficient Human Resource services. This role involves handling tasks related to recruitment, employee relations, contracts and benefits administration and performance management. The HR Manager plays a crucial role in fostering a positive work environment, ensuring staff well-being, enhancing employee satisfaction, and contributing to the overall success of the organization by ensuring that the workforce is well-supported and aligned with our OneHR Strategy.

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.

The purpose of the assignment is to support the BCO with a seamless transition into its new organizational structure effective from the 1st of September 2024. **The focus of the incumbent will be to build the capacity of newly hired HR practitioners within the HR Team as needed.** Details pertaining the new structure and rationale behind it, will be shared in due course.

### Major duties and responsibilities:

- **HR Capacity Development:** Provide comprehensive professional/technical training to newly appointed HR colleagues, building on our existing training plan for the respective areas of functional expertise as outlined in the JDs, (and as per our org chart). Ensure that new HR colleagues are fully trained in various areas of interest and that they can perform on their deliverables in a self-sufficient manner, independently and under little supervision. Participate as a resource person in capacity building initiatives to enhance the competencies of clients/stakeholders.
- **Change Management:** Support with the smooth and seamless transition of the HR Team into its new structure as depicted in the organizational chart below. Help all the other sections with a smooth transition into their new structures as needed as well.
- **Technical HR Leadership:** Provide technical leadership in various HR specific 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.
- **Business Partnering:** Through research of policies and analysis of data, provide support to the clients directly or to the HR Business Partner in advising their clients on HR-related needs and developing subsequent plans of action. Serve as the single point of contact for his/her client portfolio on advice pertaining to all aspects of the employment life cycle. 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.
- **Entitlements & Benefits:** Assist staff with separation as needed by 31st of August 2024. 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.
- **Recruitment activities:** Provide support to the HR team with recruitment activities by identifying, attracting, interviewing, selecting, hiring, and onboarding personnel. Serve as the single point of contact for recruitment processes, he/she is assigned to work on, ensuring the highest level of client-orientation and compliance with pre-established KPIs.
- **Performance Management:** Help with the oversight of the HR Team's performance to ensure qualitative and people-centric HR support. 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.
- **Project Support:** Support with specific projects as part of the Annual Work Plan for HR for 2024 as needed.

### 3. QUALIFICATION and COMPETENCIES (indicates the level of proficiency required for the job.)

#### EDUCATION & OTHER SKILLS:

An Advanced University Degree in human resource management, business management, international relations, psychology or another related field is required.

**WORK EXPERIENCE:**

- Eight years of professional experience in human resource management in an international organization and/or large corporation is required.
- Professional experience as an HR Business Partner is required.
- Technical knowledge of the principles and concepts of human resources management is required.
- Experience in organizational change management is highly desirable.
- Demonstrated professional experience in HR Capacity Development will be considered highly desirable.
- Professional experience leading a team of HR professionals will be considered a strong advantage.
- Experience related to entitlements & benefits is desirable.

**LANGUAGE PROFICIENCY:** Fluency in English is required. Knowledge of another official UN language (Arabic, Chinese, French, Russian or Spanish) or a local language is an asset.

**Remarks:**

UNICEF does not charge a processing fee at any stage of its recruitment, selection, and hiring processes (i.e., application stage, interview stage, validation stage, or appointment and training). UNICEF will not ask for applicants' bank account information. The genuine and complete vacancy announcements are published on UNICEF Careers website at <https://jobs.unicef.org/en-us/listing/>

UNICEF's active commitment towards diversity and inclusion is critical to deliver the best results for children.

As per Article 101, paragraph 3, of the Charter of the United Nations, the paramount consideration in the employment of the staff is the necessity of securing the highest standards of efficiency, competence, and integrity.

Government employees who are considered for employment with UNICEF are normally required to resign from their government positions before taking up an assignment with UNICEF. UNICEF reserves the right to withdraw an offer of appointment, without compensation, if a visa or medical clearance is not obtained, or necessary inoculation requirements are not met, within a reasonable period for any reason.

All UNICEF positions are advertised, and only shortlisted candidates will be contacted and advance to the next stage of the selection process.

Applicants must provide complete and accurate information pertaining to their candidate profile and qualifications according to the instructions provided in the Applicant system in order to be considered. The information submitted will be used for administrative purposes, salary/step determination and conditions of employment. No amendment, addition, deletion, revision or modification shall be accepted for applications that have already been submitted for this position.

***\*This is a temporary coverage during the Parental Leave of the current incumbent, for an initial period of 6 months.***

**COMPETENCIES/SKILLS: UNICEF foundational/functional competencies**

<u>Values</u>	<u>Competencies</u>
<ul style="list-style-type: none"> <li>▪ Care</li> <li>▪ Respect</li> <li>▪ Integrity</li> <li>▪ Trust</li> <li>▪ Accountability</li> <li>▪ Sustainability</li> </ul>	<ul style="list-style-type: none"> <li>▪ Nurtures, Leads and Manages People (2)</li> <li>▪ Demonstrates Self Awareness and Ethical Awareness (2)</li> <li>▪ Works Collaboratively with others (2)</li> <li>▪ Builds and Maintains Partnerships (2)</li> <li>▪ Innovates and Embraces Change (2)</li> <li>▪ Thinks and Acts Strategically (2)</li> <li>▪ Drive to achieve impactful results (2)</li> <li>▪ Manages ambiguity and complexity (2)</li> </ul>

**Child Safeguarding Certification**  
(to be completed by Supervisor of the post)

Child Safeguarding refers to proactive measures taken to limit direct and indirect collateral risks of harm to children, arising from UNICEF’s work or UNICEF personnel. Effective 01 January 2021, Child Safeguarding Certification is required for all recruitments.

<p>1. Is this position considered as "elevated risk role" from a child safeguarding perspective?* If yes, check all that apply below.</p>	<p><input type="checkbox"/> Yes      <input checked="" type="checkbox"/> No</p>
<p>2a. Is this a Direct* contact role? 2b. If yes, in a typical month, will the post incumbent spend <u>more than 5 hours</u> of direct interpersonal contact with children, or work in their immediate physical proximity, with limited supervision by a more senior member of personnel. <i>*“Direct” contact that is either face-to-face, or by remote communicate, but it does not include communication that is moderated and relayed by another person.</i></p>	<p><input type="checkbox"/> Yes      <input checked="" type="checkbox"/> No</p> <hr/> <p><input type="checkbox"/> Yes      <input checked="" type="checkbox"/> No</p>
<p>3a. Is this a Child data role? *: 3b. If yes, in a typical month, will the incumbent spend <u>more than 5 hours</u> manipulating or transmitting personal-identifiable information of children (names, national ID, location data, photos) <i>* “Personally-identifiable information”, in this context, means any information relating to a child who can be identified, directly or indirectly, by an identifier like a name, ID number, location data, photograph, etc. This is a “child data role”.</i></p>	<p><input type="checkbox"/> Yes      <input checked="" type="checkbox"/> No</p> <hr/> <p><input type="checkbox"/> Yes      <input checked="" type="checkbox"/> No</p>
<p>4. Is this a Safeguarding response role* <i>*Representative; Deputy representative; Chief of Field Office; the most senior Child Protection role in the office; any focal point that the office designated for Child Safeguarding; Investigator (Office of Internal Audit and Investigations</i></p>	<p><input type="checkbox"/> Yes      <input checked="" type="checkbox"/> No</p>
<p>5. Is this an Assessed risk role*? <i>*The incumbent will engage with particularly vulnerable children<sup>1</sup>; or Measures to manage other safeguarding risks are considered unlikely to be effective<sup>2</sup>.</i></p>	<p><input type="checkbox"/> Yes      <input checked="" type="checkbox"/> No</p>

<sup>1</sup> Common sources or signals of additional vulnerability may include but are not limited to: age of the child (very young children); disability of the child; criminal victimization of the child; children who committed offences; harmful conduct by the children to themselves or others; lack of adequate parental care of the children; exposure of the children to domestic violence; a humanitarian context; a migrant (refugee/asylum-seeking/IDP) context. No ‘baseline’ vulnerability will be set. Hiring Managers will need to use judgment, taking into consideration the implications that follow from an assessed risk role (additional vetting scrutiny, training).

<sup>2</sup> i.e. the role-risk will be compounded by other residual risks.