



SPECIFIC JOB DESCRIPTION

I. Post Information	
POST NUMBER/ CASE NUMBER: 132723 POST NUMBER OF SUPERVISOR: 132715 Reports to: P5, Chief People and Culture (Integrated Talent Management) REASON FOR CLASSIFICATION: New JD REGION/DIVISION: HQ Division of People and Culture COUNTRY: Hungary DUTY STATION: Budapest OFFICE: SECTION: Integrated Talent Management	CATEGORY: IP PROPOSED LEVEL: P4 JOB TITLE: People and Culture Manager (Organizational Learning and Development) Functional Code: HRE ICSC CCOG Code: 1.A.06

II. Organizational Context and Purpose for the job
<p>UNICEF is a leading humanitarian and development agency working globally for over 75 years to improve the lives of children and their families. UNICEF also lobbies and partners with leaders, thinkers, and policy makers to help all children, everywhere realize their rights, especially the most disadvantaged.</p> <p>The UNICEF Strategic Plan 2026-2029 identifies building an agile, skilled workforce and fosters an empowering, values-driven workplace culture as the key to enhancing organizational performance. The global One People and Culture function is a key enabler of the Strategic Plan. Through the People and Culture Transition and Transformation Initiative, UNICEF's People and Culture Strategy aims to shape an adaptive and capable people-centered People and Culture Community that actively works with its partners to accelerate results for the children we serve.</p> <p><u>Strategic office context:</u></p> <p>Within UNICEF's mandate to build an agile, skilled, and values-driven workforce that delivers for children in increasingly complex humanitarian and development contexts, the Organizational Learning and Development function plays a pivotal role in enabling organizational performance and staff engagement. Positioned within the Integrated Talent Management framework, the office drives enterprise-wide learning strategies that align with UNICEF's Strategic Plan, foster leadership excellence, and support continuous professional growth at all levels.</p>

The People and Culture Manager (Organizational Learning and Development) under supervision of Chief People and Culture (Integrated Talent Management) will partner with senior leadership, People and Culture teams, and cross-functional stakeholders to anticipate future capability needs, close skills gaps, and strengthen leadership pipelines. It integrates modern learning technologies, innovative methodologies, and evidence-based practices to deliver impactful, inclusive, and accessible development experiences. Through strategic partnerships—within the UN system, with academic institutions, and external providers—it ensures UNICEF leverages global expertise while embedding learning into the employee experience. In a rapidly evolving operating environment, the office also serves as a catalyst for cultural transformation, supporting change management, enhancing talent mobility, and cultivating a high-performance, learning-oriented culture that advances UNICEF’s mission for every child

Purpose of the job:

The People and Culture Manager (Organizational Learning and Development) leads UNICEF’s wide learning agenda to build a skilled, agile, and values-driven workforce. The role partners with leadership and cross-functional teams anticipate capability needs, close skills gaps, and strengthen leadership pipelines. By leveraging innovative learning technologies, global partnerships, and evidence-based practices, it embeds development into the employee experience, drives cultural transformation, and supports a high-performance, learning-oriented culture that advances UNICEF’s mission for every child

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

Summary of key functions/accountabilities:

- Team Leadership and Strategy
 - Organizational Learning and Development Programs
 - Leadership Development
 - Career Development Oversight
 - Employee Experience
 - Analytics and Insights
 - Cross Functional Collaboration
 - Change Management
1. Team Leadership and Strategy
- Lead and manage the Organizational Learning and Development team, providing direction, coaching, and professional development opportunities.
 - Develop and execute a comprehensive Organizational Learning and Development strategy that supports organizational goals and drives employee engagement.
 - Partner with senior leadership to identify skill gaps and future talent needs across the organization
 - Serve as a trusted advisor to senior leaders on leadership and career development matters.
 - Establish metrics and KPIs to measure the effectiveness of Organizational Learning and Development initiatives.
 - Builds partnerships with other UN agencies and institutions (academic and otherwise), external experts, liaises with interagency counterparts and managers to share best practices and programmes.

- Supports the Chief of Integrated Talent Management to ensure an effective budgeting, monitoring and contracts management system is in place that underpins learning programmes delivery and the team's relationship with service providers.
 - Development and management of contracts for individual consultants and institutional vendors to deliver clear accountabilities on Organizational Learning and Development initiatives and Long Service Agreements (LSA) when applicable.
2. Organizational Learning and Development Programs
- Design and oversee enterprise-wide learning programs including technical skills training, soft skills development, and compliance education.
 - Manage learning technology platforms and evaluate new tools to enhance learning experience.
 - Create blended learning approaches incorporating virtual, in-person, and on-the-job training methodologies.
 - Collaborate with subject matter experts to develop internal curriculum and training materials.
3. Leadership Development
- Coordinates and supervises the development of learning initiatives to strengthen capabilities of senior executives and leaders who manage teams in dynamic environments.
 - Build and maintain leadership development programs for emerging leaders, mid-level managers, and senior staff.
 - Design succession planning processes and high-potential employee development tracks.
 - Facilitate leadership assessments, 360-degree feedback programs, and executive coaching initiatives.
 - Create mentoring and sponsorship programs to accelerate leadership readiness.
4. Career Development Oversight
- Ensure the establishment of career pathing frameworks and tools to help employees at all levels navigate growth opportunities.
 - Partner with People and Culture Business Partners to integrate development planning into learning processes.
 - Liaise with workforce planning and mobility teams and coordinate with talent acquisition pillar on internal candidate development.
5. Employee Experience
- Partners with People and Culture and business leaders to ensure Organizational Learning and Development programmes are integrated into the broader employee experience.
 - Enhance the learner journey by optimizing key touchpoints across the employee development lifecycle, from onboarding to career transitions.
 - Gather insights through feedback tools (e.g., learning evaluations, pulse surveys) to improve the relevance and accessibility of learning experiences.

- Use data to identify learning trends and address engagement or development gaps across diverse staff groups.
 - Monitor and evaluate learning programmes metrics; provide actionable insights to leadership.
6. Cross-Functional Collaboration:
- Maintain close working relationship with the Global Learning Center, Internal Communications, Staff Wellbeing, Culture team and People and Culture Business Partners to ensure cohesive and inclusive talent practices.
 - Contribute to the broader talent management strategy and participate in cross-functional projects.
 - Collaborate with the People and Culture Business Partners and People and Culture Capacity Building to support senior leaders in UNICEF.
7. Change Management:
- Lead change initiatives related to learning culture ensuring smooth adoption and sustained impact.
 - Lead change strategies to ensure smooth rollout and adoption of new learning programs, platforms, or frameworks.
 - Support leaders and managers as change agents by providing communications, toolkits, and learning how to champion talent initiatives.
 - Conduct stakeholder mapping and learning readiness assessments to tailor engagement and communications.
 - Track and evaluate the impact of learning-related change initiatives on behavior, culture, and organizational outcomes.

IV. Impact of Results:

The impact is both conceptual and managerial covering not only such matters as planning, resource management, control of implementation and evaluation of programmes as well as the review and harmonization of the technical work of People and Culture Specialists and officers, but also concerning the positions adopted at inter-agency meetings or the advice provided to senior management on People and Culture policy questions. Development of new and the adaptation of existing People and Culture policies and practices that have organizational-wide impact is another major impact of the position.

This extends beyond technical specialization and includes the analysis and evaluation of the positive and negative aspects of courses of action designed to solve organizational-wide People and Culture problems.

Additional complexity at this level is based on (a) the need to integrate People and Culture technical requirements with the programme, political and resource needs of UNICEF, (b) the responsibility for convincing senior management of the need for major changes or revisions to People and Culture policies and programmes and for assessing the effects of such changes on the organization and (c) the complexities of maintaining good staff relations on the one hand, and on the other of ensuring that the Organization's needs and interests are safeguarded in negotiations with staff representatives.

V. UNICEF values and competency	
<p>i) <u>Core Values</u></p> <ul style="list-style-type: none"> • Care • Respect • Integrity • Trust • Accountability • Sustainability 	<p>ii) <u>Core Competencies (For Staff with Supervisory Responsibilities) *</u></p> <ul style="list-style-type: none"> ▪ Nurtures, Leads and Manages People (2) ▪ Demonstrates Self Awareness and Ethical Awareness (2) ▪ Works Collaboratively with others (2) ▪ Builds and Maintains Partnerships (2) ▪ Innovates and Embraces Change (2) ▪ Thinks and Acts Strategically (2) ▪ Drive to achieve impactful results (2) ▪ Manages ambiguity and complexity (2)
VI. Recruitment Qualifications	
Education:	An Advanced University Degree in Human Resources management, business management, international relations, psychology, Education, Organizational Learning and Development, Organizational Development or another related field is required.
Experience:	<p>A minimum of eight years of professional experience in Human Resources/People and Culture management or related area in an international organization and/or large corporation is required.</p> <p>Demonstrated leadership and at least 2 years of focused on on learning and leadership development in an international organization and/or large corporation is required.</p> <p>Strong analytical skills and experience using data to drive decisions.</p> <p>Excellent communication, facilitation, and stakeholder management skills.</p> <p>Familiarity with Human Resources/People and Culture technologies.</p> <p>Knowledge of current trends in workplace learning and leadership development technologies is desirable.</p> <p>Proven experience designing and implementing learning, career development and leadership development programmes is desired.</p>
Language Requirements:	Fluency in English is required. Knowledge of another official UN language (Arabic, Chinese, French, Russian or Spanish) is an asset.

Skills

Leadership and 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 People and Culture strategies to address clients' people-related needs.
- Ability to design and implement innovative People and Culture programs within a fast paced, evolving, and wide organizational setting

Technical

- Authoritative technical knowledge of the principles and concepts of People and Culture 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 People and Culture 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 People and Culture regulations and rules.

VII. Child Safeguarding (Please respond with Yes or No)	
IS THIS ROLE A REPRESENTATIVE, DEPUTY REPRESENTATIVE, CHIEF OF FIELD OFFICE, THE MOST SENIOR CHILD PROTECTION ROLE IN THE OFFICE, CHILD SAFEGUARDING FOCAL POINT, OR INVESTIGATOR (OIAI)? :	NO
IS THIS POST A DIRECT CONTACT ROLE IN WHICH INCUMBENT WILL BE IN CONTACT WITH CHILDREN EITHER FACE-TO-FACE, OR BY REMOTE COMMUNICATION, BUT THE COMMUNICATION WILL NOT BE MODERATED AND RELAYED BY ANOTHER PERSON?:	NO
IS THIS POST A CHILD DATA ROLE IN WHICH INCUMBENT WILL BE MANIPULATING OR TRANSMITTING PERSONAL-IDENTIFIABLE INFORMATION ON CHILDREN SUCH AS NAMES, NATIONAL ID, LOCATION DATA, OR PHOTOS)?:	NO
THE SELECTED CANDIDATE FOR THIS POSITION WILL BE REQUIRED TO ENGAGE WITH VULNERABLE CHILDREN:	NO