



## Classified Job Descriptions

Job Description Type:	Specific Job Description	Region:	<a href="#">HQ</a>
Category:	<a href="#">IP (International Professionals)</a>	Country:	<a href="#">United States of America</a>
Reason for Classification:	Revised responsibilities	Duty Station:	Istanbul
Level:	<a href="#">P-4</a>	Office:	Division of People and Culture
Title:	People and Culture Manager	Section:	Policy, Compensation and Social Benefits
Title Information in Parenthesis:	Compensation and Social Benefits	Unit:	
CCOG Code:	1A06	Case Number:	
UNICEF Code:	HRE	Post Number:	90445
Classified by:	Natalia Paquin	Classified Date:	11/6/2025

**Organizational Context:**

The Policy, Compensation and Social Benefits in DPC is comprised of two pillars, under the supervision of the Chief, Policy, Compensation and Social Benefits. The Compensation and Social Benefits team provides support, including operational and guidance on UNICEF's People and Culture policies and procedures concerning medical entitlements/benefits, social security and compensation schemes, including medical evacuations, pension, medical insurances, disability, sick leave, special needs allowances and local salaries.

The Policy pillar focuses on formulating, updating, interpreting and communicating UNICEF's HR policies and procedures. In particular, the pillar is responsible for drafting UNICEF'S HR/ People and Culture policies and procedures to support the Organization's goals and strategies, while ensuring consistency with decisions of the UN General Assembly, the International Civil Service Commission (ICSC), Chief Executives Board, High-Level Committee on Management (HLCM), People and Culture Network as well as other inter- agency fora. The Policy pillar formulates new policies and procedures, in close collaboration with various stakeholders, including the management, staff representatives, Global Shared Services Centre (GSSC), and the One People and Culture community of HR practitioners and reviews/revises existing policies for continued effectiveness, applicability and consistency with United Nations staff regulations and rules. The Policy pillar also provides interpretation and guidance on UNICEF policies and practices, on a daily basis to staff globally, and advises senior managers on HR related issues. The pillar also supports the Chief in performing as the UNICEF focal point for the Office of the Ombudsman for the Funds and Programmes, the Ethics Office, the Office of Internal Investigations and for the Administrative Law Unit in the Office of the Executive Director.

The Compensation and Social Benefits pillar focuses on ensuring coordination between DPC, New York and UNICEF's Global Shared Services Centre (GSSC), and between DPC and the UN common services that are 'serving' UNICEF, such as the Division of Healthcare Management and Occupational Safety and Health (UN DHMOSH), the Advisory Board on Compensation Claims (ABCC), the Headquarters Life and Insurance Committee, the Pension Fund and the Headquarters Salary Steering Committee, and on managing the Medical Insurance Plan (self-funded insurance plan for locally recruited staff members), UNICEF's medical evacuation programme/policy and on the various insurance provisions for non-staff personnel. In essence, the pillar deals with a broad range of policy and operational matters, advising (in individual cases) and providing information on medical entitlements (including complex sick leave cases, applications for disability and compensation for malicious acts and service-incurred injuries, medevacs and medical insurances etc.) as well as

pensions, life insurance, special needs allowances and local salary surveys. The pillar also supports the Chief in performing as the UNICEF focal point for all Occupational Health and Safety (OSH) matters as well as serving as an ad-hoc member of various inter-agency committees, including, the Health & Life Insurance Committee.

The People and Culture Manager heads the Compensation and Social Benefits pillar by overseeing the provision of policy, regulatory, procedural and operational advice and assistance to the efficient implementation of a broad range of People and Culture functions in the areas of Compensation and Social Benefits, including medical entitlements.

Purpose of the Job:

Under supervision of the Chief, Policy, Compensation and Social Benefits, DPC, the People and Culture Manager (Compensation and Social Benefits) is responsible for overseeing and managing a portfolio of People and Culture activities in the area of Compensation and Social Benefits including medical entitlements in accordance with the UN Staff Regulations and Rules and UNICEF's policies and procedures. This includes handling complaints from staff on the various services and issues under the portfolio and managing escalated complex sick leave/disability cases. In addition, the People and Culture Manager is responsible for managing UNICEF's medical insurance plan (MIP) for locally recruited staff, UNICEF's medical evacuation programme and UNICEF's insurance for non-staff – these includes developing and maintaining close cooperation with Third Party Administrator/s of insurance plans, Air Ambulance Service providers, UN Medical Services (DHMOSH), the UN Health & Life Insurance Section (HLIS), the UN Advisory Board on Compensation Claims (ABCC), the UNJSPF (Pension Fund), the Global Staff Association, UNICEF Global Shared Services Center (GSSC), and other entities.

Key functions, accountabilities and related duties/tasks:

Under the supervision of the Chief, Policy, Compensation and Social Benefits and in cooperation with the heads of the other two pillars of Policy and Compensation and Social Benefits, the People and Culture Manager shall be responsible for the following functions:

1. Represent UNICEF in various fora relating to Compensation and Social Benefits and medical entitlements, including where appropriate, the HLIC; UN interagency MIP/Regional Areas of Care (RAC) Committee; ABCC; the interagency Occupational Health and Safety Forum and ad hoc committees, as convened.
2. Manage the UNICEF Medical Insurance Plan (MIP) for locally-recruited staff, including:
  - (a) Management of the MIP Policy and schedule of benefits, in consultation with other UN organizations, DHMOSH and the Third Party Administrators (TPAs);
  - (b) Management of the MIP contract with the TPA, including, approval of hardship cases, convening of a yearly Stewardship meeting, contract extensions, handling complaints and regular reporting;
  - (c) In collaboration with DHMOSH, Management of the RACs, including approval of ad-hoc RACs;
  - (d) Represent UNICEF for the MIP-RAC inter-agency meeting;
  - (e) Consultation with the TPA, DHMOSH and other UN entities on plan design, benefit enhancements, systemic and operational matters.
3. Management of UNICEF's ABCC cases, including guiding on an operational level Regional/Country Offices with the submission of ABCC cases, and liaising with the ABCC Secretariat and UN Medical (DHMOSH) on pending cases.
4. Focal point for UNICEF at the Advisory Committee on Post Adjustment Questions (ACPAQ).
5. Management of UNICEF's commercial contract with the external provider of medical evacuation services, as well as the provision of direct assistance to Regional/Country Offices with escalated medical evacuation cases in consultation with DHMOSH and the TPAs.
6. In collaboration with DHMOSH, support and guide Regional/Country Offices in managing complex long term sick leave cases for timely submission to the UN Pension Committee for a determination of a disability benefit.
7. Act as focal point for UNICEF staff members who are parents of children with special needs/disabilities in connection with the special education grant and special dependency (child) allowance and liaise with UN Medical (DHMOSH) on escalated cases.
8. In collaboration with the Policy pillar and GSSC, review and propose solutions on systemic and operational matters, including simplification of HR business processes, as well as update and develop HR policies and guidance and prepare submissions for various reporting mechanisms in the area of Social Benefits.

Impact of Results:

The incumbent's role is critical in supporting UNICEF's Compensation and Social Benefits programme which connects with duty of care principles enabling staff to fulfil their roles in accordance with UNICEF's mandate. A crucial part of the role is constructively managing a portfolio with high emotional content in line with the policy framework and exercising judgement in sensitive

(humanitarian) cases where exceptions are requested. The incumbent has an important role in constantly managing the MIP programme together with Cigna including, addressing exceptional cases. Developing and maintaining strong relationships with DHMOSH, the TPAs, and other stakeholders is critical to ensure cases are well-managed as these impact the MIP financially and UNICEF's reputation. Finally, the incumbent's role is important in externally representing the interests of UNICEF in accordance with its mandate, where appropriate aligning with other entities.

Competencies and level of proficiency required:

Core Values:  
Care  
Respect  
Integrity  
Trust  
Accountability  
Sustainability

Core Competencies:  
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)  
Drives to achieve impactful results (2)  
Manages ambiguity and complexity (2)

Recruitment Qualifications:

Education requirement: Advanced university degree in Human resources/ People and Culture, Law, Business Administration, International Relations, Social Sciences, Psychology or related areas.

Experience required: A minimum of eight (8) years of progressively responsible professional experience, including in Human Resources/ People and Culture departments in UN common system organizations, including (oral and written) representation in (high-level) committees and working groups.

A high degree of technical skills is required, including understanding, and applying a regulatory framework and policies, contract management skills and professional maturity in assessing complex sensitive cases to find a solution in line with Organizational policies and duty of care principles. Ability to negotiate and defend UNICEF's position in meetings, including strong drafting & analyzing skills are an asset.

Knowledge of the different aspects of compensation and social benefits within the UN system is highly desirable.

Language requirements: Fluency in English is required. Proficiency in additional official UN languages (Chinese, Arabic, French, Russian or Spanish) is an asset.

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

Competencies and level of proficiency required:

Recruitment Qualifications:

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Attachments: [90445 People Culture Manager Social Benefits Updated\\_Signed by Magassa 11.4.2025.pdf](#)

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