UNITED NATIONS CHILDREN'S FUND
SPECIFIC JOB PROFILE (SJP)

I. Post Information

Job Title: Senior People and Culture Associate **Supervisor Title:** Regional Chief of People and Culture **Organizational Unit**: East Asia and Pacific Regional Office	**Job Level:** GS7 **Job Profile No:** **CCOG Code:** **Functional Code:** HRE **Job Classification Level:**

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 position is part of the Regional People and Culture (RPC) team at East Asia and Pacific Regional Office. The job focuses on supporting the team to deliver the team goals in talent management throughout the employee life cycle, business partnering, staff well-being and data analytics to assist decision making. The job requires the application of people management regulations, rules and procedures in the context that there are more and more complications arising on a day-to-day basis with a broader variety of solutions that are not always clearly covered in general guidelines, thus requiring a greater capacity to adapt and interpret. Consequently, the incumbent of the post is expected to have in-depth knowledge of the subject matter and the capacity to carry out tasks with strong independence. Managerial oversight for this position is limited to ensuring results are fulfilled according to work plans and facilitating any issues that arise outside of established patterns.

Purpose for the job

Under the guidance and supervision of the Regional Chief of People and Culture, the Senior People and Culture Associate provides support to the supervisor and colleagues in the team by executing people management services through applying knowledge of theoretical human resources models, as well as understanding of organizational people management policies and procedures. The Senior Associate is responsible for the implementation of services pertaining to recruitment and placement, administration of entitlements and entitlements, staff wellbeing, and

data analytics. S/he will also provide operational support and assistance to the efficient implementation of a broad range of people management functions for all personnel in the office, ensuring accurate and timely delivery that is in compliance with UNICEF rules and regulations.

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

Summary of key functions/accountabilities:

- **Business Partnering**
- **Support to Strategic People Management**
- **Support in Recruitment and Placement**
- **Support in Processing of Entitlement and Benefits**
- **PC Data Analytics**
- **General Office Support**

1. Business Partnering

- Through research of policies and analysis of data, and under the guidance of the supervisor, provide accurate and timely advice to clients on people management-related needs, processes and policies, ensuring the highest level of client-orientation; and develop subsequent plans of action.

- Support supervisor in proactively advising clients on the resolution of people and culture (PC) management 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 on workforce and recruitments for analysis and decision-making.

- Support the business partners in developing initiatives to encourage employee well-being and assisting clientele in using PC systems and tools.

- Support the management of change processes by advising clientele on changes to PC processes under the guidance of the supervisor.

2. Support to Strategic People Management

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

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

- Keep abreast and research best and cutting-edge practices in PC management and contribute to the development of global policies, procedures and introduce innovation through sharing of best practices and knowledge learned.

3. Support in Recruitment and Placement

- Draft and edit job descriptions to be submitted for classification for review by supervisor.

- Prepare and circulate internal and external advertisements as required.

- Liaise with candidates in the various stages of the recruitment process.

- Initiate and/or follow up on reference checks and academic verifications, and ensure the completion of other background checks.

- Prepare formal acknowledgement, communication on recruitment progress, and regret letters.

- Monitor life cycle of recruitment process to update supervisor as necessary.

4. **Support in Processing of Entitlement and Benefits**

- In consultation with supervisor, analyze, research, verify, and compile data and information on cases that do not conform to UN or UNICEF's PC rules and regulations, to support consistent and equitable application of decisions and implementation of agreed upon action.

- In consultation with supervisor, analyze, research and verify information for the purpose of responding to staff queries on areas related to benefits and entitlements.

- Initiate the processing of a wide range of personnel actions in accordance with UNICEF rules and regulations, by ensuring all relevant forms and actions are completed by staff and forwarded to the GSSC.

- Maintain and prepare all personnel-related records and files, ensuring all information on each person is up-to-date and accurate.

- Analyze and synthesize issues and problems, and interpret established, formal guidelines to address and recommend solutions or further actions required.

5. **PC Data Analytics**

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

- Support the development and implementation of data collection and visualization systems to optimize data quality and usage.

- Coordinate with country offices and partners to provide assistance in their PC information management.

6. **General Office Support**

- Assist the supervisor in monitoring the team's workplan progress and preparing reports, briefing notes, and other documents as necessary.

- Provide support on budget management and other administrative work.

IV. Impact of Results:

Through research, analysis and interpretation of policy, carried out under supervision of the Regional Chief of People and Culture, the incumbent strengthens the team's capacity in effectively and efficiently executing all PC services and tasks. The incumbent is accountable for the achievement of overall service delivery results in some key PC areas, including business partnering, talent acquisition, staff wellbeing and data analytics, and hence contributing to the accomplishment of the team's strategic objectives.

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

i) Core Values

- Care
- Respect
- Integrity
- Trust
- Accountability
- Sustainability

ii) Core Competencies (For Staff without Supervisory Responsibilities) *

- 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 or people 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 PC regulations and rules.

VII. Recruitment Qualifications

Education:	Completion of secondary education is required, preferably supplemented by technical or university courses related to the work of the organization.

	** *A bachelor's degree in human resource management, business management, international relations, psychology, public administration, social sciences or another related field from a recognized academic institution may replace three years of related work experience. A master's degree may replace an additional two years.*
Experience:	A minimum of 7 years of progressively responsible administrative or clerical work experience is required for candidates completing secondary education. *A minimum of 4 years of relevant experience is required for candidates holding a bachelor's degree, and 2 years for candidates holding a master's degree as stated above.* Working experience in the United Nations or UNICEF is an advantage. Prior working experience in human resources management is an asset. Strong data analytics skills and experience in using data visualization (e.g. PowerBI, Tableau, etc.) and artificial intelligence tools are desirable.
Language Requirements:	Fluency in English is required. Knowledge of another official UN language (Arabic, Chinese, French, Russian or Spanish) or a local language is an asset.