

| TEMPORARY APPOINTMENT: HUMAN RESOURCE OFFICER | |
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| UNICEF Malawi is seeking to engage a temporary appointment to provide tactical, administrative and technical support to the Human Resource (HR) team, business partners, management and staff, including addressing HR related needs and proactively advise on appropriate HR strategies and measures, and specifically on HR services related to scale-up of the multiple-emergency preparedness and response. | |
| Engagement contract | Temporary Appointment |
| Post Level | P2 |
| Location | Lilongwe, Malawi |
| Duration | 364 days |
| Supervisor | Human Resource Specialist |
| Funding details | WBS <ul style="list-style-type: none"> 2690/0A/06/800/004/001 |
| | Validity date <ul style="list-style-type: none"> SM220059 - 30/06/2023 SM220658 - 30/09/2024 SM220767 - 31/12/2023 SM220771 - 31/12/2023 SM220845 - 31/05/2023 SM229920 - 31/12/2025 |

1. ORGANIZATIONAL CONTEXT

The fundamental mission of UNICEF is to promote the rights of every child, everywhere, in everything the organization does — in programmes, in advocacy and in operations. The equity strategy, emphasizing the most disadvantaged and excluded children and families, translates this commitment to children's rights into action. For UNICEF, equity means that all children have an opportunity to survive, develop and reach their full potential, without discrimination, bias or favoritism. To the degree that any child has an unequal chance in life — in its social, political, economic, civic and cultural dimensions — her or his rights are violated. There is growing evidence that investing in the health, education and protection of a society's most disadvantaged citizens — addressing inequity — not only will give all children the opportunity to fulfill their potential but also will lead to sustained growth and stability of countries. This is why the focus on equity is so vital. It accelerates progress towards realizing the human rights of all children, which is the universal mandate of UNICEF, as outlined by the Convention on the Rights of the Child, while also supporting the equitable development of nations.

Strategic office context: The Malawi Country Office (MCO) is currently implementing its sixth country programme of cooperation (2019-2023). The current country programme document (CPD) summarizes UNICEF's contribution to the realization of the rights of every Malawian child, especially the most disadvantaged. It is anchored to the Malawi Growth and Development Strategy III (2019-2023). The current CPD is aligned with the country and UNICEF regional and global priorities as well as the Malawi UN Sustainable Development Cooperation Framework (UNSDCF, 2019-2023). The current CPD is currently in its penultimate year and will be concluded in 2023 and hence, the preparation for the development of the next country programme is underway. Over and above regular programming and the new Country Programme development work, Malawi is facing

multiple emergencies, including lean season response, climate shocks, cholera, polio and COVID-19. The emergency responses involve intensive and country-wide campaigns and a multi-sectoral humanitarian response in support of Government efforts, including support to the staffing scale-up required to ensure a strong and sufficient response and recovery.

Job organizational context:

The Malawi Human Resource (HR) team works closely with business partners and stakeholders to strategically align HR with the organizational/UNICEF Malawi needs as well as provide holistic human resource management services to guide management and staff and provide them with sound, tailored and coherent HR solutions. The P2 HR Officer Temporary Appointment post is a key supportive role to the HR team with responsibilities centered around the delivery of generalist HR services within the framework of global UNICEF policies and procedures as well as the provision of these HR services to support the multiple-emergency preparedness and response.

The incumbent will make decisions on the appropriate application and interpretation of HR-related policies, regulations and procedures, as well as on own work priorities. It is therefore critical to keep abreast of UNICEF policies and procedures to implement best and cutting-edge HR practices. Where the guidelines are not explicit, the incumbent will seek guidance from the supervisor.

This TOR covers a broad range of HR functions, however, depending on the context and as deemed necessary, there may be additional duties/tasks not captured in the TOR. If this is the case, it will be made clear in the incumbent's work plan and/or individual performance plan.

The post provides the opportunity for the incumbent to also act as officer-in-charge in the absence of the supervisor, therefore providing the growth opportunity to acquire higher level professional HR expertise, broader understanding of the business, experience in strategic HR business partnering and exposure for further career advancement.

2. PURPOSE OF THE JOB

Under the guidance and supervision of the HR Specialist, and in a collaborative and inclusive approach, the HR Officer will contribute to the overall performance results/annual workplan of the HR team. The incumbent will therefore deliver a broad range of generalist HR services, advice and solution-options to supervisors and staff, as well as support the strengthening of HR systems, best practices and change initiatives that promote and evolve the HR function, including support to the emergency response.

3. KEY FUNCTIONS, ACCOUNTABILITIES AND RELATED DUTIES/TASKS

The HR Officer will provide generalist support with a specific focus on the following key functions/accountabilities:

Business Partnering

- Provide accurate and timely advice to clients/HR Business Partners on HR processes and policies, ensuring the highest level of professionalism, client-orientation and care.
- Proactively collaborate with clients/HR Business Partners to help meet their business goals through anticipating HR related needs and presenting subsequent plans of action.
- Advise clients/HR Business Partners on the resolution of HR issues ensuring equitable and transparent solutions that protects both the staff and organizations interests.

Strategic Human Resources

- Liaise with the HQ divisions, regional and country offices on issues for advice as and when required.

- Keep abreast, research, benchmark, and implement best and cutting-edge practices in HR management. Make recommendations and introduce innovation on the establishment and improvement of HR systems and processes. Share knowledge. Provide support to the formulation of local SOPs.
- Support the HR Specialist in the required HR areas during the planning and roll-out of the new Country Programme Management Plan processes.
- Attend all required HR related meetings as well as participate as a member in various committees and tasks teams as guided by the supervisor to promote change, inclusion, development, transformative initiatives to improve organisational culture and staff wellbeing.
- Work closely with the Culture Change Task Team, Staff Association, Peer Support Volunteers and the HR Specialist/management/staff in developing a new Action Plan based on the outcome and findings the office's 2022 Global Staff Survey (and subsequent Pulse Surveys), with an aim to improve work relationships, build morale, and increase productivity and retention.

Human Resources Services

- Partner with hiring managers to coordinate, support and administer effective, transparent, fair and timely **recruitment processes**, including recruitment for mobility posts, UNVs, Interns, consultants, etc. as well as expediting recruitment for emergency response. This includes proactively establishing a recruitment plan, promoting gender and geographical diversity, disability inclusion, facilitating sourcing and outreach efforts, on-boarding and induction/orientation activities.
- In collaboration with the HR Officer (Learning and Development) and the Staff Development Committee, support the planning, design, coordination and delivery of learning plans to support **capacity building and career development**, including leadership development.
- Support and guide supervisors and employees during **performance management** and appraisal processes, including guidance on career development and any people issues/grievances issues.
- Develop required period **reports and analytics** on the standard HR metrics to help inform decision making on HR processes and strategies.
- Support the dissemination of **HR information** across the office in different interactive formats.
- Initiate and drive **HR projects/activities** that promote and enhance the HR function.
- Perform any **other tasks** as assigned by the Supervisor.

4. QUALIFICATIONS

Education:

- A university degree in human resource management, business management, psychology or another related field with a strong focus on generalist human resources is required.

Experience:

- A minimum of 2 years of relevant professional work experience is required in human resource management in an international organization and/or large corporation is required.
- Experience should relate to the provision of a broad range of generalist HR services, policy guidance and advice to clients, including proven experience in:
 - recruitment and on-boarding/induction of new employees
 - performance management and understanding issues affecting employee performance
 - office-wide learning plans and initiatives
 - managing and delivering on HR projects
- Experience working in a developing country is considered as a strong asset.
- Background and/or familiarity with emergency is considered as a strong asset.

Expected technical knowledge and skills:

- Strong technical knowledge of the principles and concepts of human resources management.
- Good skills in HR systems, Outlook as well as Word, Excel, PowerPoint.
- Demonstrated ability of providing technical leadership to staff as an HR business partner in planning and implementing successful strategies.
- Strong analytical skills and ability to identify and analyze systemic issues, formulate opinions and make conclusions and recommendations to resolve same.
- Ability to innovate, think critically and engage in creative problem solving on a wide range of HR issues.
- Able to embrace and manage change and able to take calculated risks when necessary.
- Excellent communication skills and high proficiency in preparing clear and concise reports, coupled with good presentation skills.
- Excellent interpersonal skills with a proven ability to build strong, productive and healthy relationships.
- Sound ability to maintain discretion and maturity when dealing with confidential information and sensitive topics, concerns and grievances.
- Ability to keep a solid level of professionalism, proficiency and client focus and care.

Language:

- Fluency in English and excellent written and verbal communication.

5. COMPETENCIES

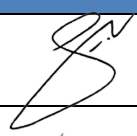



Core Values

- Care, Respect, Integrity, Trust, Accountability and Sustainability (CRITAS).

Core Competencies

(1) Builds and maintains partnerships (2) Demonstrates self-awareness and ethical awareness (3) Drive to achieve results for impact (4) Innovates and embraces change (5) Manages ambiguity and complexity (6) Thinks and acts strategically (7) Works collaboratively with others.

6. ENDORSEMENT OF TERMS OF REFERENCE:

| Function | Name | Signature | Date |
|-------------|--|--|------------|
| Prepared by | Ronelle Sasser - Human Resource Specialist |  | 5 Jan 23 |
| Reviewed by | Gerrit Maritz - Deputy Representative Programme |  | 5.1.2023 |
| Endorsed by | Ardiana Buzoku - Deputy Representative Operations |  Fredrick Sheshe OIC -Ops | 06.01.2022 |
| Approved by | Ardiana Buzoku – OIC Representative |  | 05.01.2023 |