**TEMPORARY APPOINTEMENT, TALENT DEVELOPMENT TEAM (6 Months), DHR**

**TITLE:** Human Resources Officer (6 months)

**LEVEL:** P-2,

POST No.: 10773

**LOCATION:** New York, USA

The United Nations Children's Fund (UNICEF), with headquarters in New York City, provides long-term humanitarian and developmental assistance to children and mothers in developing countries. UNICEF's work is carried out in 192 countries through country programmes and National Committees. Some 88 percent of the organization's posts are in the field. There are 36 National Committees, eight regional offices and country offices worldwide, as well as a research centre in Florence, a supply operation in Copenhagen and offices in Tokyo and Brussels.

To measurably improve UNICEF’s ability to deliver better results for children, the Division of Human Resources (DHR) will continue its transformational process in several key areas, particularly in the areas of capacity building and learning and development. DHR will now work consistently to ensure that all staff are adequately equipped with core, management and leadership skills to perform effectively in their respective roles, and that staff capacity continues to grow across all regions and countries.

The Global Learning Strategy highlighted the need for strengthened oversight of the learning function, through Governance and Coordination bodies, to ensure that learning investments are prioritized to support Organizational priorities (the Strategic Plan, Action plans following the ITF report) and are monitored accordingly on investment against impact. Learning should also be supported by the evolution of innovative learning approaches to support effective learning implementation in a global, highly decentralized organization.

The ITF recommendations highlighted the need for continuous enhancement of the people management capacities of managers across the organization, so that they can be part of the culture change process, leading towards an enhanced, enabling and empowering UNICEF culture for its staff. Other priorities include the implementation of the new UNICEF competencies and values into key global learning programmes.

Programmes managed by the L&D team include Executive Insight (360 assessments and coaching) for senior leaders in the SSR Cadre, the Strengthening of Personal Leadership and Managerial Capacities, Leadership Transitional Coaching, Deputy Representative Leadership Initiative, Management MasterClass (MMC), IMPACT+, Aspire, Mentoring etc. In addition, existing Language programmes and capacity building efforts for HR staff are ongoing e.g. the CIPD accredited programme etc.

1. **Tasks and Scope of Work**

Under the overall guidance the Chief of Talent Development(TD) and the direct line management of theHR Officer Core learning and in close collaboration with other HR Officers and members of the DHR Talent Development team, the HR Officer will develop, coordinate and enhance learning initiatives and products in support of UNICEF’s strategic priorities and meeting learning needs specifically in the area of Core Learning and people skills. The incumbent will provide temporary cover for the P2 acting in the HR Manager role and support the monitoring, evaluation and reporting of global learning activities as well as contribute to efficient contract and vendor relationship management. Additionally, they would research, track and monitor the evolving learning approaches and trends including virtual learning space to inform the design of virtual/blended learning solutions with behavioral impact. In addition, he/she will harness data and integrate lessons from evaluations to strengthen knowledge management and best practices across UNICEF.

1. **Summary of key functions/accountabilities:**
2. **Learning Programme Design and Delivery**

Provide support to programmes and initiatives that facilitate continuous learning for the organization’s junior staff to mid-level managers and senior and identified programmes for New York staff, including learning needs analysis, design, communication, enrollment, delivery, reporting, and evaluation. Support continuous learning by the creation and administration of learning paths in collaboration with UNCIEF’s Global Learning Centre where appropriate. Coordinate assigned programmes and initiatives as part of the portfolio supporting onboarding and capability development of senior leaders and the global UNICEF Human Resources community.

1. Supporting the HR Manager and Talent Development (TD) team with:
   * 1. **ASPIRE Programme**
        + Support the administration of ASPIRE programme – create and issue announcements for registration, create candidate self-serve nomination forms via teams, establishing registration page on the LMS, review and screening of participants, evaluation etc
        + Support liaison with offices - agreeing and finalizing dates with offices, identification of context facilitators, support monitoring of attendance and communication with HR Managers and Chiefs
        + Ensure continuous learning post programme through the creation of learning paths, videos, info-graphs and peer social exchanges.
        + Support the inputting of previous participant attendance records into the LMS
     2. **New York Orientation**:
        + Coordination and facilitation of New York staff orientation – announcements, identification of participants for direct targeting, organizing of agenda, identification and briefing of session leads etc.
        + Act as lead facilitator for the event etc. Ensure participants are engaged, connect with the main purpose of the session, have an overview of the agenda, stay engaged and inspired.
     3. **MMC 360**

* Adhoc support to the P2 administering the 360s for the MMC. In collaboration with the P2, service provider and office, establish the assessment schedule and timeline, work with service provider to launch session monitor progress towards completion etc. Work closely with the service provider (currently Talent Innovations (TI) to coordinate the logistics and administration of 360 assessment for UNICEF staff members. This includes keeping an updated participant list as related to specific programmes,
* Provide regular update on progress to office coordinator and supervisor. This will require ongoing email and telephone support etc; eg sending follow up emails to participants including target dates, following up with TI and participants on progress, responding to staff inquiries promptly, regarding this process (theoretical and technical) and on progress etc
* Oversee the implementation of 1-hour debriefing coaching process through following up with participants on booking their 1-hour debriefing coaching meetings etc Ensure participants understand the importance and attend their debrief session.

1. Support the management and administration and maintenance of core learning content for identified areas on the LMS (Agora) and other online platforms and support the creation of learning paths on the LMS. Ad hoc support to TD flagship learning programmes outside the afore mentioned areas as identified with the oversite of the designated HR Manager. In partnership with UNICEF learning providers contribute to continuous learning culture/ approach for UNICEF staff. This includes:
   * + - Supports the implementation of programmes (sending the launch email, monitoring participant progress, and sending regular follow up emails, administer evaluation etc) in line with agreed timelines, to ensure traction and completion.
       - Support the development of additional learning tools for centrally managed learning programmes e.g. Creating of online learning paths and other generic resources from LinkedIn courses, etc to facilitate just-in-time learning.
       - Support the design and delivery of virtual learning and continuous learning solutions to enhance staff capabilities. Support the creation of learning paths in the LMS in identified areas identified. Curate learning content in the Learning Management System (Agora) in collaboration with UNICEF’s GLC. Support the creation of social learning environments and learning communities through digital platforms, and other types of peer-to-peer learning experiences.
       - Explore evolving learning technology and recommend options for technology-enhanced learning solutions for staff and leadership development.
2. **Learning Analytics and Knowledge Management**

* Support the development and implementation of data collection systems to optimize data quality in support of efficient and relevant learning initiatives.
* Collates up-to-date information to support monitoring and decision-making regarding uptake of learning offering and services globally, works collaboratively with all learning focal points to develop regular reports on learning at UNICEF.
* Supports the functioning of the knowledge management and data hub. Conducts research on new and evolving learning areas, tools, approaches and innovations.
* Regularly liaises with HQ Divisions, Regional and Country Offices, to support the coordination of learning initiatives globally, maximizing efficiencies and identifying and promoting learning best practices across the organization.
* Support the secretariat function for learning network and governance meetings.

Support learning communication in the dissemination of key data and information on UNICEF learning activities globally.

1. **Contract Management and Budget Monitoring**

Contribute to an effective contracts management system in the Talent Development (TD) team that underpins learning programmes delivery the team’s relationship with service providers.

* Support the HR Manager with contracting of individual consultants and institutional vendors that support learning initiatives related to signature programs for Senior Staff across UNICEF.
* Assist in managing the administration of all aspects of external vendor contracts. Contribute to ensuring that deliverables are aligned with contract specifications for completion and follow-up actions to ensure efficient delivery of learning initiatives.
* Support budget monitoring and financial expenditures of section, ensuring compliance with UNICEF rules and regulations, budget revision/preparation, implementation status, determination position of funding utilization, operational, and financial closures.
* Coordinate the design and development of reports from vendors to ensure accurate and comprehensive data collection. Prepare and maintain records, document and control plans for the budget monitoring and utilization of project/programme implementation.
* Assist the TD team with coordination of management reporting (periodic – mid, annual etc) and office management work plan design in alignment with the UNICEF Strategic Plan and organizational frameworks.

1. **Qualifications and Requirements**

**To qualify as an advocate for every child you will have to...**

**a) Demonstrate UNICEF Values and Behavioral Competencies**

* Values

Care, Respect, Integrity, Trust, Accountability and Environmental Sustainability

* Competencies
* 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)
* Drives to achieve impactful results (1)
* Manages ambiguity and complexity (1)

**b) Education**

* A first-level university degree (Bachelor's) in human resources management, education, business administration, statistics, international relations or any other relevant field is required. Master’s degree in a relevant field is desirable.
* The individual should be proficient in a range of PC/web applications, including but not limited to: MS Word, MS Excel, MS PowerPoint, MS Outlook, and Lotus Notes.

**c) Work experience**

* Two years of professional experience in organizational learning, and development. Experience in learning technologies and training design and delivery would be an advantage. Experience of working with mid-level manager to senior staff is required.
* Relevant work experience in administration of 360 Assessments and Coaching will be advantageous.
* Excellent knowledge of information technology systems and tools. Proven experience in administering or working on a Learning Management System is required. Familiarity of working with e-learning development tools would be an advantage.
* It is preferable that the individual has experience of working with international institutions. Knowledge of UNICEF context essential. Knowledge of UN common practices in HR is an added advantage.
* Experience of working on with service providers and contractors and experience in financial and budget monitoring is required. Knowledge of utilizing UNICEF financial and contracting system is an advantage.
* Experience in administering 360’s, interaction with coaches and working with senior staff is an advantage.
* Public Sector/Non-Profit sector experience in implementing leadership-management skills development programmes would be an advantage.

**d) Functional Competencies**

* Strong research, planning and organizational skills. Ability to identify issues, conduct rigorous research, and make conclusions and recommendations.
* Excellent knowledge of information technology systems and tools.
* Excellent oral and written communication and excel skills. Ability to communicate effectively in a diverse organization tailoring language, tone, style and format to match audience.
* Ability to empathize with clients / Staff and managers, while advocating for consistent and equitable applications of promulgated HR regulations and rules.
* Fluency in English is required. Knowledge of another official UN language or local language of the duty station is considered as an asset.