



UNITED NATIONS CHILDREN'S FUND  
JOB PROFILE

**I. Post Information**

**Job Title:** Human Resources Assistant –  
Temporary Appointment – 364 days  
**Supervisor Title:** Senior HR Associate  
**Organizational Unit:** UNICEF Innocenti – Global  
Office of Research and Foresight (GORaF)

**Job Level:** G-5  
**Job Profile No:**  
**CCOG Code:**  
**Functional Code:** HRE  
**Job Classification Level:** G-5

**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.

UNICEF Innocenti is the dedicated research office for UNICEF at Innocenti in Florence Italy. It undertakes and commissions research on emerging or current issues of relevance for children to inform the strategic directions, policies and programs of UNICEF and its partners. The Office explores emerging issues, identifies research gaps, brings together existing researchers, and supports or undertakes research and data collection to address critical questions to inform global debates.

**Job organizational context:**

The Job Profile for the Human Resources Assistant, at the G-5 level, covers a broad range of HR functions and provision of both standardized and specialized activities pertaining to recruitment and placement, administration of entitlements, job classification and/or performance management. Specialized activities pertain to the application of HR regulations, rules and procedures in the context of clear guidelines and procedures where the choice of action is limited and where issues requiring clarification and decision are directed to the relevant HR Business Partner.

**Purpose for the job:** Under the close guidance and supervision of the Senior Human Resources Associate, the Human Resources Assistant provides administrative, procedural and operational support and assistance to the efficient implementation of a broad range of Human Resources functions for all categories of staff in the office, ensuring accurate and timely delivery that is in compliance with UNICEF HR rules and regulations.

*It should be noted that this position, while part of the Global Office of Research and Foresight (GORaF), is being recruited to specifically support the Data & Analytics Section of the DAPM which is in the process of relocating to Florence, Italy as part of the HQEI project.*

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

#### Summary of key functions/accountabilities:

- Support to business partnering
- Support in processing of entitlements and benefits of staff
- Support in recruitment and placement
- Support in organization design and job classification
- Support in learning and capacity development
- General office support

#### Support to business partnering

- Support the business partners in developing initiatives to encourage staff well-being in the office
- Support the management of change processes by advising staff on changes to HR processes under the guidance of HR Business Partner
- Support the business partners in assisting staff in using HR systems such as Talent Management, Agora, Service Gateway, FIORI and Achieve.

#### Support in processing of entitlement and benefits

- 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 staff member is up-to-date and accurate.

#### Support in recruitment and placement

- Prepare and circulate internal and external vacancy advertisements.
- Liaise with candidates in the various stages of the recruitment process including to set-up interview schedules and actively participate in interviews when required. Liaise with GSSC on onboarding process.
- Initiate and follow-up on reference checks and ensure the completion of other background checks/readiness of candidate for entitlement travel (if appropriate).
- Provide orientation briefing to newly arrived staff. Share induction package with newly arriving staff and take action on activities related to appointment/reassignment travel (travel request).
- Support off-boarding activities for separating staff members, liaising with GSSC on notification letters and debrief separating staff on requirements. Liaise with Snr ICT Associate to ensure equipment is returned.
- Support the review of consultancy contract Terms of Reference, based on latest administrative Procedure and issue Vacancy Announcements accordingly. Act as Alternate Secretary to the Contract Review Committee (CRC), and follow through process to approvals.
- Monitor life-cycle of recruitment process to update supervisor as necessary.

#### Support in organization design and job classification

- Prepare documents to be submitted for classification, ensuring completeness of documentation

- Monitor life-cycle of all job classification requests to facilitate recruitment and organization planning.

#### **General HR support**

- Liaise with Administrative Assistant for the timely issuance of Note Verbale for MoFA I.D card issuance and on the issuance of UNLP and UN Certificates.
- Monitor Time Management (Attendance and Absence in VISION/FIORI) and do quota corrections where appropriate
- Draft and/or process a variety of HR correspondence and other communications

#### **IV. UNICEF values and competency Required (based on the updated Framework)**

##### **Core Values**

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

##### **Core 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)
- Drive to achieve impactful results (1)
- Manages ambiguity and complexity (1)

## V. Skills

### Technical

Solid knowledge of HR principles, rules, regulations and procedures within the United Nations system.

Computer literacy and the ability to effectively use standard office software tools as well as good knowledge and skill in using HR systems.

Ability to extract and format data and to solve operational problems

Ability to organize own work, set priorities and meet deadlines.

### Interpersonal and communication

Take responsibility to respond to internal and external service needs promptly and proactively; take initiative to ensure that deadlines, rules and regulations are met. Use own discretion to address unforeseen situations.

Demonstrate a high degree of confidentiality, initiative and good judgment.

Demonstrate courtesy, tact, patience and ability to work effectively with people of different national and cultural backgrounds.

## VI. Recruitment Qualifications

Education:

Completion of secondary education, preferably supplemented by technical or university courses related to the field of work.

Experience:

A minimum of 5 years of progressively responsible Human Resource administrative and policy-related work experience required.  
Alternatively, a Bachelor's degree and 2 years relevant work experience.  
Professional training or qualification in Human Resources Management is highly desirable

Language Requirements:

Fluency in English and Italian is required. Knowledge of another official UN language (Arabic, Chinese, French, Russian or Spanish) is an asset.

Skills:

- Training and experience using MS Word, Excel, PowerPoint and other UNICEF software such as SharePoint; knowledge of integrated management information systems required.
- Experience in job analysis and design highly desirable
- Experience in training and development of staff highly desirable
- Knowledge of UNICEF's organizational structure, administrative policies and procedures highly desirable

	<ul style="list-style-type: none"><li>• Experience in supporting Performance Management activities</li><li>• Organizational, planning and prioritizing skills and abilities.</li><li>• Ability to work independently and to take initiative.</li><li>• Ability to deal patiently and tactfully with visitors.</li><li>• High sense of confidentiality, discretion, and good judgment.</li><li>• Ability to work effectively with people of different national and cultural background.</li><li>• Ability to work in a team environment to achieve common goals and to provide guidance to more junior support staff.</li><li>• Ability to juggle multiple competing priorities and deadlines.</li><li>• Excellent verbal and written communication skills with an ability to act as point of contact for the HR office</li></ul>