**TERMS OF REFERENCE**

(FOR Temporary Appointments)



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| **UNICEF-BCO: TERMS OF REFERENCE (TOR)** | | |
| **Job Title and Level: Human Resources Specialist, NOC** | | |
| **Section: Operations, CXB** | | |
| **Duration: 364 days** | | |
| **Duty Station: Cox’s Bazar** | | |
| **Reports to: Operations Manager (dotted line to HR Specialist Dhaka)** | | |
| 1. **Purpose of Assignment:**   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:**  HR specialists at the NOC level are considered as seasoned professionals that are generally either responsible for executing a particular HR service or alternatively, responsible for supporting an assigned client on a broad range of HR services. Such responsibility is expected to be carried out independently, with the primary focus of the managerial oversight on the position being to ensure that results are delivered in accordance with the vision set forward by the leadership of the division. As a result, staff on these positions require an in-depth understanding of at least one HR function and how it relates to supporting the organization’s business objectives.  The HR Team in Bangladesh Country Office is committed to providing qualitative, agile, and people-centric service to all its personnel in Dhaka, as well as in our Field Offices including Cox’s Bazar, currently an L1 Emergency Duty Station. We operate relying on the HR Business Partnering model to ensure best solutions are identified for all human resources management needs with a strong focus on client service orientation. The HR Specialist will support his/her client portfolio with various HR related matters, maintaining a strong focus on problem resolution, to address client needs proactively, meaningfully, accurately and on time.  The position will report to Operations Manager at P3 level with a dotted line to the HR Specialist position at the NOC level in Dhaka and will provide HR support to management and staff in Cox’s Bazar.  **Purpose for the job**  The HR Officer reports to the Operations Manager for close guidance, training, and supervision with a dotted line to the HR Specialist in Dhaka for technical support. The HR Specialist provides support to the supervisor and colleagues in the field office by executing HR services through applying knowledge of theoretical HR models, as well as understanding of organizational HR policies and procedures.  The HR Specialist, within their area of responsibility, is accountable for implementing HR services that enhance the capacity of their clients to deliver on their business goals and objectives. In doing so, the incumbent demonstrates the ability to anticipate HR-related needs and develop subsequent plans and solutions that align HR management with business objectives.  This position will support the portfolio of clients in Cox’s Bazar and in addition to Contracts, Entitlements and Benefits, the incumbent will also focus on HR in Emergency (Preparedness & Response) as an area of functional expertise.  **Impact of results**  As seasoned HR professionals, the Specialists’ work reflects directly on the professionalism of the incumbent and the overall reputation of the HR community for technical quality in terms of both substantive depth and adaptive relevance to client needs and customer service approach to problem resolution. | | |
| 1. **Major duties and responsibilities:** | | |
| 1 | **Business Partnering**  · Serve as the single point of contact for his/her client portfolio on advice pertaining to all aspects of the employment life cycle  · Provide accurate and timely advice to clients on HR processes and policies, ensuring the highest level of client-orientation.  · Proactively advise clients on the resolution of human resources issues including accurate administration of entitlements and benefits ensuring equitable and transparent solutions that protects both the staff and organizations interests in accordance with policies, regulations and procedures.  · Promote the organizational goals and targets for gender equity and cultural diversity. | |
| 2 | **Strategic Human Resources**  · Liaise with the HQ Divisions, regional and country offices to support and contribute to corporate HR strategy formulation and global implementation. Provide feedback and make recommendations on the establishment and improvement of HR systems, policies and processes as needed.  · Keep abreast, research, benchmark, and implement best and cutting-edge practices in HR management and contribute to the development of global policies, procedures and introduce innovation through sharing of best practices and knowledge learned.  · Strategically engage with Section Heads towards establishing effective HR systems in support of achievement of office goals and objectives and efficient programme delivery. | |
| 3 | **Implementation of assigned Human Resources Services**  · Provide support to various specific HR occupation (recruitment, job classification, career development, performance management, data analytics, learning & development etc.) to help their supervisors in implementing efficient client services that help either attract, retain and/or motivate staff of the highest caliber.  · Provide guidance and technical advice to Hiring Managers on recruitment, assessment and selection approaches with the reference to HR policy on staff selection and considering specific requirements of the job profile and functional competencies.  · When assigned casework in the relevant area on either a routine or non-routine basis, analyze and synthesize issues and problems, and interpret established, formal guidelines to address and recommend solutions or further actions required.  · Oversee organizational climate and provide resourceful support for handling stress and managing staff wellbeing. Contribute actively to achieving goals related to culture, diversity, equity & inclusion.  · Act as the focal point for matters linked to HR in Emergencies such as emergency preparedness and response in Cox’s Bazar. Work collaboratively with the HR Team on strengthening this area of functional expertise as required. | |
| 4 | **Learning and Capacity Development**  · In collaboration with business owners, support design and delivery of learning plans for staff to enhance their knowledge and build skills in new areas as needed. In collaboration with the HR Officer responsible for Learning & Development in Dhaka, support with assessing capacity gaps and learning needs of staff in Cox’s Bazar and facilitate the implementation of the Annual Learning Plan for the office as needed, contribute to the monitoring of learning activities including documenting the outcome.  · Contributes to the mapping of competencies for all staff in assigned client portfolio, assisting in the development of a comprehensive framework in support of the development of the talent pipeline.  · Recommend efficient and cost-effective learning products which strengthen staff capacity to contribute effectively to business goals.  · Participate as a resource person in capacity building initiatives to enhance the competencies of clients/stakeholders.  · Provide orientation briefings to new staff as needed. • Facilitate induction process for newly recruited staff, arrange tailored orientation programme. Provide support with onboarding and familiarization with office environment.  · Provide day-to-day performance and talent management guidance to line management (e.g., coaching, counseling, career development, career conversations, and disciplinary actions). | |
| 5 | **HR Data Analytics**  · Interpret and analyze HR data to help inform strategic decision making on HR processes and strategies. · Develop data collection systems to optimize data quality.  · Coordinate with country offices and partners to provide assistance in their HR information management. | |
| **3. QUALIFICATION and COMPETENCIES (indicates the level of proficiency required for the job.)**  **EDUCATION:** An Advanced University Degree in human resource management, business management, international relations, psychology or another related field is required.  **OTHER SKILL**S:  **Strategic**  Experience and ability to implement targeted and innovative human resources strategies to address clients’ people-related needs.  Ability to implement innovative HR programs within a fast paced, evolving, and wide organizational setting. **Technical**  In-depth technical knowledge of the principles and concepts of human resources management. Ability to identify and analyze systemic issues, formulate opinions and make conclusions and recommendations to resolve same.  Excellent knowledge of organizational and HR information technology systems and tools.  **Interpersonal and Communication**  Demonstrated 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 HR regulations and rules.    **WORK EXPERIENCE:** Five years of increasingly responsible professional experience in human resource management in an international organization and/or large corporation is required.  Demonstrated experience linked to HR in Emergencies will be considered a strong asset.  Professional experience related to entitlements & benefits will be considered an asset.  **LANGUAGE PROFICIENCY:** Fluency in English and Bangla is required. Knowledge of another official UN language (Arabic, Chinese, French, Russian or Spanish) or a local language is an asset. | | |
| **COMPETENCIES/SKILLS: UNICEF foundational/functional competencies** | | |
| **Values**   * Care * Respect * Integrity * Trust * Accountability * Sustainability | | **Core competencies**   * Demonstrates Self Awareness and Ethical Awareness * Works Collaboratively with others * Builds and Maintains Partnerships * Innovates and Embraces Change * Thinks and Acts Strategically * Drive to achieve impactful results * Manages ambiguity and complexity |

**Child Safeguarding Certification**

**(to be completed by Supervisor of the post)**

[Child Safeguarding](https://unicef.sharepoint.com/teams/DHR-TalentAcquisition/DocumentLibrary1/Forms/AllItems.aspx?id=/teams/DHR-TalentAcquisition/DocumentLibrary1/Child%20Safeguarding%20Risk%20Roles%20Assessment_finalversion.pdf&parent=/teams/DHR-TalentAcquisition/DocumentLibrary1) refers to proactive measures taken to limit direct and indirect collateral risks of harm to children, arising from UNICEF’s work or UNICEF personnel. Effective 01 January 2021, Child Safeguarding Certification is required for all recruitments.

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| 1.Is this position considered as "elevated risk role" from a child safeguarding perspective?\* If yes, check all that apply below. | Yes  No |
| 2a. Is this a Direct\* contact role?  2b. If yes, in a typical month, will the post incumbent spend more than 5 hours of direct interpersonal contact with children, or work in their immediate physical proximity, with limited supervision by a more senior member of personnel.  *\*“Direct” contact that is either face-to-face, or by remote communicate, but it does not include communication that is moderated and relayed by another person.* | Yes  No  Yes  No |
| 3a. Is this a Child data role? \*:  3b. If yes, in a typical month, will the incumbent spend more than 5 hours manipulating or transmitting personal-identifiable information of children (names, national ID, location data, photos)  *\* “Personally-identifiable information”, in this context, means any information relating to a child who can be identified, directly or indirectly, by an identifier like a name, ID number, location data, photograph, etc. This is a “child data role”.* | Yes  No  Yes  No |
| 4. Is this a Safeguarding response role\*  *\*Representative; Deputy representative; Chief of Field Office; the most senior Child Protection role in the office; any focal point that the office designated for Child Safeguarding; Investigator (Office of Internal Audit and Investigations* | Yes  No |
| 5. Is this an Assessed risk role\*?  *\*The incumbent will engage with particularly vulnerable children[[1]](#footnote-1); or Measures to manage other safeguarding risks are considered unlikely to be effective[[2]](#footnote-2).* | Yes  No |

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| **Approvals** | **Name** | **Signature & Date** |
| ***Supervisor of the post***  *Confirms by signing:*  *1) that the JD describes the responsibilities and requirements of the post*  *2) that the funds are available to fill the post* |  |  |
| ***Chief of Section or Field Office*** |  |  |
| ***Chief of Human Resources*** |  |  |
| ***Chief of Field Services***  *(If applicable)* |  |  |
| ***Deputy Representative*** |  |  |

1. Common sources or signals of additional vulnerability may include but are not limited to: age of the child (very young children); disability of the child; criminal victimization of the child; children who committed offences; harmful conduct by the children to themselves or others; lack of adequate parental care of the children; exposure of the children to domestic violence; a humanitarian context; a migrant (refugee/asylum-seeking/IDP) context. No ‘baseline’ vulnerability will be set. Hiring Managers will need to use judgment, taking into consideration the implications that follow from an assessed risk role (additional vetting scrutiny, training). [↑](#footnote-ref-1)
2. i.e. the role-risk will be compounded by other residual risks. [↑](#footnote-ref-2)