**TEMPORARY APPOINTEMENT, TALENT DEVELOPMENT TEAM (364 days), DHR**

**TITLE:** Human Resources Officer (Talent Development)

**LEVEL:** P-2,

POST No.: 122457

**LOCATION:** Istanbul, Turkey

1. **Background and Context**

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.

**Tasks and Scope of Work**

Under the overall guidance of the Chief of Talent Development (TD) and the direct management of the HR Manager HR Capacity Development, and in close collaboration with HR Managers and other team members in DHR and identified learning focal persons, the incumbent will develop, coordinate and enhance identified learning initiatives in support of UNICEF’s strategic priorities and to meet learning needs. The incumbent will support enhancement of automation and simplified processes in learning, support the secretariate functions for the Global Learning Board and budget management processes for the centrally managed learning funds. The incumbent will also support the monitoring, evaluation and reporting of global learning activities as well as contribute to knowledge management, efficient contract and vendor relationship management. Additionally, they would research, track and monitor evolving learning approaches and innovations to inform the design of learning solutions with behavioral impact and integrate best practices, across UNICEF.

1. **Summary of key functions/accountabilities:**

The incumbent coordination with the HR Manager and Unit leads will support the global learning function in DHR. S/he shall cover and deliver on the following activities:

1. **Learning Programme Design and Delivery**

Provide support to identified programmes and initiatives primarily to the areas of informal learning e.g. Mentoring, Management MasterClass 360s and social learning in the area of HR Capacity Building, that will facilitate continuous learning for UNICEF staff and mid-level managers. He/she shall support programme development and design, communication, enrollment, delivery, reporting, and evaluation of in-person and virtual learning solutions to enhance staff capabilities.

* In partnership with other UNICEF learning providers contribute to continuous learning culture/ approach for UNICEF staff. Curate learning content on learning platforms and on UNICEF’s Learning Management System (AGORA) and contribute with ideas on further development of virtual learning. Support the creation of social learning environments and learning communities through digital platforms, and other types of peer-to-peer learning experiences.
* Support the development of additional learning tools, creating tools to facilitate continuous learning and just in time learning tools e.g., online learning paths and other generic resources from LinkedIn courses, etc. to enhance staff capabilities. Support the creation of learning paths in the LMS in identified areas identified and curate learning content in 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.
* Coordinate and provided dedicated support to the following areas:
  + **UNICEF’s Global Mentoring Framework**
    - Act a joint lead coordinator of UNICEF’s Mentoring Framework. Contribute to the enhancement of tools, learning materials including the development of learning paths and virtual learning events.
    - Ensure Mentors and stream coordinators undergo their orientation before participating in the framework. Organize training of global coordinators for individual learning streams.
    - Ensures service providers are available to deliver on boarding of mentors and mentees and core learning events and touchpoints.
    - Ensure streams are coordinated in line with the blueprint for the UNICEF mentoring framework and are evaluated and findings used to enhance the framework
    - Act as coordinator for identified DHR managed programme streams e.g. NexGen Path Finder Stream.
  + **HR Capacity Building**
    - Support the development of additional learning tools for centrally managed learning programmes e.g. Creation of online learning paths and other generic resources from LinkedIn courses, McLean & Co, Gartner etc. to facilitate just-in-time learning.
    - Supports the functioning of the HR knowledge management hub and the HR connect to promote sharing of best practice tools with the OneHR community. Collates and conducts research on new and evolving learning areas, tools, approaches, and innovations.
    - Contribute to the mapping of skills and competencies for HR staff to assist in the development of a comprehensive framework in to support the development of talent.
  + **360 Assessments**

In collaboration with the HR Manager Management Development and Core Learning

* + **Support** the **administration of 360s** for participants attending MMC. This includes setting key dates, sending the launch email, monitoring participant progress, and sending regular follow up emails, to ensure full completion of the 360 process.
  + Act as the focal person for all general 360 enquires from MMC participants and non MMC participants, including regional and country office requests, which involve meetings, email responses and clear guidance.
  + Inform the service provider of new cohort dates, including providing lists of participants. Collaborate on continued enhancements. Handle all billing and invoicing for the service and cross reference charges against activities.
  + Ensure the service provider provides yearly consolidated reports on 360 to UNICEF.
  + Ensure tracking of progress and completion of 360 Assessments and debrief coaching.

1. **Automation:**
   * Lead in the area of enhancing automation in the areas identified in order enhance learning impact and to support efficiency in the participant nomination, registration, monitoring, evaluation and reporting.
   * Continue to support TD programmes with the design and launch of automated tools to support office and participant registration, evaluation etc.
   * Explore evolving learning technology and recommend options for additional technology-enhanced learning solutions to support automation and streamlining of processes and reporting.
2. Support to the **Global Learning Governance Body** **and Functions**:

Support the Chief of Talent Development (TD) with the secretariate function of the Global Learning Board and with budget management of the centrally managed learning funds including distribution learning funds in place to support strategic learning programmes at regional and other HQ offices, monitoring and utilization and reporting of funds.

* + **Governance Meetings**: Support the of Chief of TD, with the secretariat functions of the Global Learning Board. Support the Chief TD with liaising with the Deputy Director DHR, and Executive Manager of the DED Management’s Office as required to fulfill the said functions including:
    - Support agenda preparation through a consultative process and minutes of the previous meeting and other necessary documents are prepared and disseminated to participants prior to the meeting.
    - Minutes of the Board Meetings are captured and disseminated through the Deputy Director, DHR
    - Expenditures against budget allocation is monitored, collated / captured and reported on through Chief TD and Deputy Director DHR.
  + **Budget Management**: Support the Chief of TD with the Coordination, distribution, monitoring usage of the centrally managed learning funds in place to support strategic learning at regional and other HQ Offices.
    - Ensure proper budget management, timely distribution of annual funds and a mechanism in place to monitor expenditure, evaluate the effectiveness of programmes delivered with the said funds on and develop a report for communication on the effective usage of funds.

1. **Support monitoring, data collection, analytics to enhance knowledge management and reporting functions and evaluation**

* Support the 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 reporting and evaluation 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 to promote organizational learning.
* 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.

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’s Values and Behavioral Competencies**

* Values

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

* Competencies
* Nurtures, Leads and Manages People (1)
* 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**

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

* 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.