

United Nations JPO Programme



TERMS OF REFERENCE

Junior Professional Officer (JPO)

24P375

I. General Information

Title: JPO in Human Resources

Sector of Assignment: Administration

Organization/Office: United Nations Office at Vienna (UNOV) / United Nations Office on Drugs and Crime (UNODC) / Division for Management (DM) / Human Resources Management Service (HRMS) / Staffing, Diversity and Outreach Section (SDOS) / Planning, Contracting and Reporting Unit (PCRU)

Duty Station: Vienna, Austria

Duration:

The assignment is intended for a minimum duration of 2 years.

The initial appointment is for 1 year, renewable based on performance and availability of funds.

A reassignment to a different position prior to the conclusion of the second year will not be possible unless expressly indicated in the TORs.

II. Supervision

Title of Supervisor:

Chief, Planning, Contracting and Reporting Unit

Content and methodology of supervision:

Establishment of a Work Plan: During the first month of the assignment, the Junior Professional Officer (JPO) will work jointly with his/her direct supervisor to finalize an agreed upon work plan. The final work plan will be discussed and mutually agreed to by the JPO and his/her supervisor.

Evaluation: The United Nations Performance Evaluation System (e-performance) will serve as a primary platform to evaluate of the JPO's performance.

Regular (weekly) one-on-one meetings with supervisor; ad-hoc meetings as needed.

III. Duties, Responsibilities and Output Expectations

The focus of this position is to

- (1) support the development and implementation of strategies, policies, practices and innovative solutions in human resources management in the areas of talent management, staffing, roster management and proactive and targeted outreach, and
- (2) generate human-resources-related data-driven analyses and insights in support of HR decision-making processes at UNOV/UNODC.

Within assigned authority, the Associate Human Resources Officer will be responsible for the following specific duties:

(1) Talent Management

- Build partnerships with clients and other key stakeholders to help improve HR decision-making, and build awareness, understanding and acceptance of need for effective and efficient planning and staffing processes.
- Keep clients abreast of changes in policy or new initiatives related to the planning and staffing processes and share relevant information at Vienna headquarters and in field offices through appropriate communication channels.
- Ensure adherence to the established human resources policies, practices and procedures.
- Contribute and provide input towards ST/SGBs, ST/AIs, ST/ICs and related guidelines, internal documentation and online tools through the analysis of current vs. suggested policy changes.
- Contribute to audit responses and submissions to oversight bodies and implement audit recommendations.
- Analyse and report on gender parity and geographical representation of UNOV/UNODC and provide support to clients in reaching parity targets and geographical balance.
- Review, monitor and coordinate activities related to reaching gender parity and geographic diversity targets and report on progress through relevant mechanisms.
- Plan and implement outreach measures to reach gender parity and improve geographical balance. Organize and participate in various outreach activities including webinars, job fairs, institutions on the context of capacity building activities, etc.
- Support and address field offices' needs through the development, implementation and promotion of appropriate human resources policies and procedures.
- Collaborate with the Office of Human Resources (OHR)/Department of Management Strategy, Policy and Compliance (DMSPC) in the development and implementation of staffing-related initiatives and policies. Participate in organized discussions on revising policies/procedures and provide specialized inputs on draft policies/procedures circulated for comments. Liaise with the Human Resources Services Division (HRSD)/Office of Support Operations (OSO)/Department of Operational Support (DOS) on HR related subjects and projects.

(2) Data Analysis

- Establish a close working relationship with key clients in HRMS, Finance and substantive areas in UNOV/UNODC, including field offices, to leverage the use of data analytics and science methods to support their programmatic areas with solutions that assist them in accomplishing their mandates.
- Assist in promoting the use of data analytics and science solutions through the development, revision and update of new and existing tools and processes related to regular and ad-hoc HR reporting, including staffing (with particular focus on gender and geographical diversity), staff administration and non-staff personnel for reporting for senior management, organizational committees and bodies as well as oversight bodies (including audits).
- Contribute to the design and develop customized visualization and presentation products in the format of briefings, reports, interactive interfaces, dashboards and other tools to reveal insights, trends and patterns, to effectively summarize findings and to provide an understanding or knowledge of the data that would otherwise not be detected without the application of advanced analytical methods such as artificial intelligence, machine learning, predictive analytics, data and text mining, natural language processing, statistics, and use of relevant algorithms and computational approaches.
- Obtain, review and clean data from primary or secondary sources (including UN ERP, staff and personnel selection systems, centrally maintained sources at UNHQ, UNOV, UNODC HQ and field offices, as well as external partners like UNDP and UNV).
- Consolidate inputs from internal and external data sources for coordinated use in central systems with non-HR (e.g., financial) and UN Secretariat-wide data initiatives, sources and analyses.
- Enable broader use of data sources by applying quality methods to structure, format and standardize for analytical use.
- Implement databases, data collection systems, data analytics and other strategies that optimize statistical efficiency and quality.
- Design internal process improvements: automating manual processes, optimizing data delivery, and re-

designing architecture for greater scalability.

- Track and report on progress regarding human-resources specific data initiatives by UNHQ and UNOV/UNODC.
- Prepare written response to queries concerning HR related matters, including data-mining exercises and submission of HR data to a variety of clients.
- Ensure confidentiality of all personnel data, both electronic and hard copy files, and review access rights frequently to ensure that only appropriate staff have access.
- Guide and train general service staff in data functions.
- Perform other work-related duties, as required.

IV. Qualifications and Experience

Education:

An advanced university degree (Master's degree or equivalent) in human resources, business administration, information management, computer science, data science, analytics, statistics, or a related field is required.

Work experience:

A minimum of 2 years of relevant work experience in human resources management, administration or related area is required.

Experience with an enterprise resource planning (ERP) system, e.g. SAP/Umoja is desirable.

Experience within the United Nations system or similar international organizations is desirable.

Experience in data analytics and preparation of data visualisation tools, including Office 365 and Power BI or related area is desirable.

Experience in applied analytics, business intelligence, information management, statistics, project management, stakeholder management or related area is desirable.

Experience in using data to advance decisions, strategies and execution is desirable.

Experience with self-service analytics and data visualization applications (MS PowerBI, Qlik, Tableau or similar) or business intelligence tools (SAP Business Objects, etc.) is desirable.

Experience with database or programming languages (SQL, Python, R, Paradox) is desirable.

Languages:

English and French are the working languages of the UN Secretariat. For this position, fluency in English is required. Knowledge of French is desirable. Knowledge of another UN official language is an advantage.

UN competencies:

PROFESSIONALISM: Shows pride in work and in achievements; Demonstrates professional competence and mastery of subject matter; Is conscientious and efficient in meeting commitments, observing deadlines and achieving results; Is motivated by professional rather than personal concerns; Shows persistence when faced with difficult problems or challenges; Remains calm in stressful situations; Has knowledge of administrative policies, practices and procedures and ability to apply them in an organizational setting; has strong organisational and time management abilities, with attention to details and accuracy; is able to conduct data analysis using various methods; Has ability to analyze and interpret data in support of decision-making and convey resulting information to management; Has strong conceptual analytical and evaluative skills to conduct independent research and analysis; Has ability to identify issues, formulate opinions, make conclusions and recommendations; Has excellent analytical skills with the ability to collect, organize, manage, and disseminate significant amounts of information with attention to detail and accuracy; Has ability to analyze, model and interpret data in support of decision-making and convey information succinctly to management; Is adept at queries, report writing and presenting findings; Takes responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work.

PLANNING & ORGANIZING: Develops clear goals that are consistent with agreed strategies; Identifies priority activities and assignments; adjusts priorities as required; Allocates appropriate amount of time and resources for completing work; Foresees risks and allows for contingencies when planning; Monitors and adjusts plans and actions as necessary; Uses time efficiently.

CLIENT ORIENTATION: Considers all those to whom services are provided to be "clients" and seeks to see things from clients' point of view; Establishes and maintains productive partnerships with clients by gaining their trust and

respect; Identifies clients' needs and matches them to appropriate solutions; Monitors ongoing developments inside and outside the clients' environment to keep informed and anticipate problems; Keeps clients informed of progress or setbacks in projects; Meets timeline for delivery of products or services to client.

CREATIVITY: Actively seeks to improve programmes or services; Offers new and different options to solve problems or meet client needs; Promotes and persuades others to consider new ideas; Takes calculated risks on new and unusual ideas; thinks "outside the box"; Takes an interest in new ideas and new ways of doing things; Is not bound by current thinking or traditional approaches.

TECHNOLOGICAL AWARENESS: Keeps abreast of available technology; Understands applicability and limitations of technology to the work of the office; Actively seeks to apply technology to appropriate tasks; Shows willingness to learn new technology.

Workforce Diversity

The United Nations believes that an inclusive culture attracts the best talent and encourages all qualified applicants, regardless of gender, disability, sexual orientation, cultural or religious backgrounds, to apply.

V. Learning Elements

On completion of the assignment, the JPO will have generated human-resources-related data-driven analyses and insights in support of HR decision-making processes at UNOV/UNODC.

VI. Background Information

This position is located in the Planning, Contracting and Reporting Unit (PCRU), Staffing, Diversity and Outreach Section (SDOS), Human Resources Management Service (HRMS), Division for Management (DM), United Nations Office at Vienna (UNOV)/United Nations Office on Drugs and Crime (UNODC), in Vienna.

The United Nations Office at Vienna (UNOV) was established on 1 January 1980 as the third United Nations Headquarters after New York and Geneva (and before Nairobi). It performs representation and liaison functions with permanent missions to the United Nations (Vienna), the host Government and intergovernmental and non-governmental organizations in Vienna.

The mission of the United Nations Office on Drugs and Crime (UNODC) is to contribute to global peace and security, human rights and development by making the world safer from drugs, crime, corruption and terrorism by working for and with Member States to promote justice and the rule of law and build resilient societies.

Within the Division for Management of UNOV/UNODC, the Human Resources Management Service (HRMS) plays a crucial role as a key enabler in securing the future success of UNOV/UNODC to deliver its mandates and global initiatives. HRMS is committed to building a pool of diverse talent, enabling a dynamic, inclusive organizational culture, and supporting a transformational and accountable leadership that aims to strengthen our organizational capabilities. HRMS processes are reinforced by its organizational culture, which values trust, confidentiality, civility, ethical behaviour, gender equality and empowerment, diversity, inclusiveness, shared responsibility, and staff well-being.

The Planning, Contracting and Reporting Unit (PCRU) provides advice and support to the Deputy Chief of HRMS/Chief of SDOS and to the Chief, HRMS on human resources related matters, in particular with respect to workforce planning, organizational design, job evaluation, HR analytics as well as the engagement and administration of consultants and individual contractors at headquarters Vienna and field offices.