

Job Title: Associate Human Resources Officer (P-2) - JPO

Organizational Unit: Human Resources Section, Division of Management Services, Registry

Duty Station: The Hague - NL

Type of Appointment: Junior Professional Officer

Minimum Net Annual Salary: €55,000.00

Contract Duration: According to the JPO Agreement

### **Organisational Context**

The HR Section provides a unified and coordinated approach to HR matters across the Court and carries out all human resources activities in an efficient and timely manner whilst serving as HR advisor to management within the Court.

The Section is one of five sections located in the Division of Management Services. The other four are the Budget Section, the Finance Section, the Safety and Security Section and the General Services Section. The Division also includes an Occupational Health Unit and an SAP Competence Centre.

Human resources management is a shared responsibility with line managers and the HR Section's aim is to be a trusted provider of a variety of centralized policy, advisory and administrative services for the Court, its managers and staff. These services include strategic workforce planning and organizational design, job designs and advertisement, recruitment and on-boarding, administration of salaries (payroll), entitlements and benefits (including health insurance and pension contributions), career development and succession planning, performance management, learning and development and HR policy matters and staff issues or conflicts.

The Section consists of two units: the HR Operations Unit and the HR Organizational Development Unit. The HR Operations Unit's programme of work is all operational aspects of the Section, from recruitment and on-boarding to the administration of salaries, benefits and entitlements for staff members and non-staff (including judges, interns and SSA consultants and contractors). The Unit is responsible for the day-to-day operations and activities related to job design, classification and advertisement of vacancies, recruitment, placement, on-boarding, post management, entitlements and benefits, staff loans and transfers, compensation administration and payroll. The Unit plans, organizes and administers staff services such as health insurance, pension schemes and other social security. The Unit supports the administration and settlement of (HR-related) staff complaints and grievances. The Unit is responsible for the maintenance of related staff data in the Court's Enterprise Resource Planning system, including staff master data.

The HRS Organizational Development Unit is in charge of devising strategies, programmes and policies to ensure that the Court hires and develops the right staff and thus maximizes the return on investment in human resources. Particularly, this includes an organization-wide role in relation to strategic workforce planning, talent management, organizational design, staff training and learning and development programmes and activities, performance management and managerial development.

### **Duties and Responsibilities**

Under the direct supervision of the Head, Human Resources Operations Unit, the incumbent will be contributing to a variety of Human Resources topics by performing the following duties:

- Providing support with key HR projects (such as implementation of HR-related IER recommendations and Registry Strategic Plan KPIs);
- Conducting research on best practices in the regulations, rules, policies and procedures available in comparable organisations, and reporting the findings for the development of procedures and guidelines in consultation with relevant stakeholders;
- Liaising with the relevant content experts in the Human Resources Section on matters requiring in-depth analysis (i.e. policy, recruitment, entitlements, insurances, etc.).
- Reviewing and analysing the matters and proposing to HR management for analysis;
- Supporting and undertaking the development, monitoring and evaluation of implementation of HR policies and practices to ensure consistent application of HR rules and regulations;
- Assisting and undertaking the development, monitoring and evaluation of Human Resources management performance indicators, Service Level Agreements, work plan trackers, and other management tools;
- Assisting in collecting necessary information and conducting preliminary analysis in order to formulate a position paper on determining the appropriate interpretation and application of regulations and rules;
- Designing internal communication pieces that support key HR objectives, long-term goals, and projects;
- When necessary, assisting each content Unit by providing support and guidance on respective matters;
- Performing other duties as requested.

### **Essential Qualifications**

#### *Education:*

Advanced university degree in Human Resources Management, business/public administration, law, social sciences, information management or other relevant field. A first-level university degree in one of the aforementioned fields in combination with two additional years of qualifying experience is accepted in lieu of the advanced university degree.

#### *Experience:*

A minimum of two years (four years with a first level university degree) of experience in the field of human resources is required. Experience in dealing with a wide range of HR topics is desirable. Experience in organizations applying the United Nations Common System of salaries and allowances is desirable;

*Knowledge, Skills and Abilities:*

- Knowledge of human resources management and/or administration;
- Demonstrated strong research and analytical skills;
- Proven planning experience and a results-oriented approach;
- Ability to operate in compliance with organisational regulations and rules and to perform duties under pressure and within deadlines;
- Excellent interpersonal skills and the ability to establish and maintain productive partnerships with clients, identify their needs and propose appropriate solutions;
- Proven ability to write in a clear and concise manner and to communicate effectively orally and to establish and maintain effective working relations with people in a multicultural, multi-ethnic environment with sensitivity and respect for diversity;
- Tact and a high degree of discretion and respect for confidentiality in all human resources matters;
- Enthusiasm, motivation and drive with absolute flexibility to the high demands of the Office;
- Personal and professional integrity.

*Knowledge of Languages*

Fluency in either of the working languages of the Court, English or French, is essential. Working knowledge of the other is desirable. Knowledge of another official language of the Court (Arabic, Chinese, Russian, Spanish) would be considered an asset.