

United Nations JPO Programme



TERMS OF REFERENCE

JPO (Associate Expert) 18P071

I. General Information

Title:

JPO in Human Resources Management – Talent Outreach

Sector of Assignment (e.g, Political Affairs, Humanitarian Affairs, Administration etc):
Human Resources Management

Organization/Office:

United Nations Secretariat / Office of Human Resources Management / Talent Outreach Unit

Duty Station:

New York, USA

[Non-Family Duty Station: yes ☐ / no X]

Duration:

1 year (with possible extension for another year)

[Extension of appointment is subject to yearly review concerning priorities, availability of funds, and satisfactory performance]

II. Supervision

Title of Second Supervisor: Chief, Talent Outreach Unit, SPSD, OHRM

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 the JPO's performance.

The Director of the Strategic Planning and Staffing Division will hold quarterly meetings with the incumbent, the Human Resources Officer as well as Chief, Talent Outreach Unit, to discuss his/her performance and development.

Upon assumption of duties, the incumbent would participate in a briefing on the UN system.

III. Duties, Responsibilities and Output Expectations

The Associate Talent Outreach Officer will be responsible for the following duties:

- Develop talent acquisition sourcing strategies by using new technologies, social media, software and

- networks, to meet global objectives and support UN strategic goals;
- Monitor and analyze statistics related to social media content for UN Careers' social media channels: [Facebook](#), [Twitter](#), etc;
- Stay up-to-date on new media tools, best practices, and how the talent outreach team can best leverage these recruiting/networking tools;
- Build partnerships, develop and maintain strong relationships that include outreach to UN member states, institutions of higher learning, target diversity organizations, professional associations and other recruiting sources to ensure sourcing produces a strong talent pipeline; promote UN as an Employer of Choice.
- Maintain and share knowledge of best practices, and support the development and implementation of new/improved procedures with global HR team members;
- Increase the quality of applicant flow, including both internal and external, passive and active applicants
- Partner with managers to understand their specific functional needs and plan/implement solutions to meet these staffing needs;
- Articulate our employee value proposition, while enhancing visibility and reputation in key recruiting channels;
- Identify the most relevant global conferences and events to target candidates, and plan activities accordingly (i.e. information sessions, career development forums, university visits, etc.);
- Design feedback surveys, conduct hypothesis testing, and identify trends, patterns and causal relationships in data sets, and prepare summary reports;
- Support data-mining and analysis of gender and geographic balance indicators;
- Assist in the drafting of materials based on quantitative research and analysis;
- Take on other special projects as assigned.

IV. Qualifications and Experience

Education:

Advanced university degree preferably in human resources management, public or business administration or related areas such as education and industrial psychology.

Work experience:

At least two years of relevant professional experience in human resources management or administration required. Experience in international organizations/corporations or public administration is an asset. Experience in managing social media is an asset.

Languages:

Fluency in oral and written English; knowledge of French is desirable; knowledge of other UN language is an asset.

Other skills:

- Be computer literate in standard software applications;
- Have a demonstrated keen interest in the work of the United Nations and have a personal commitment to the ideals of the Charter;
- Have a demonstrated ability to successfully interact with individuals of different cultural backgrounds and beliefs, which include willingness to try and understand and be tolerant of differing opinions and views.

UN competencies:

Professionalism: Conceptual analytical and evaluation skills to conduct independent research and analysis. Ability to identify issues, formulate opinions, make conclusions and recommendations. 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. Takes responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work.

Teamwork: Works collaboratively with colleagues to achieve organisational goals; solicits input by genuinely

valuing others' ideas and expertise; is willing to learn from others; places team agenda before personal agenda; supports and acts in accordance with final group decision, even when such decisions may not entirely reflect own position; shares credit for team accomplishments and accepts joint responsibility for team shortcomings.

Planning and 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.

Technological Awareness: Keeps abreast of available technology; understands applicability and limitation of technology to the work of the office; actively seeks to apply technology to appropriate tasks; shows willingness to learn new technology.

V. Learning Elements

On completion of the assignment, the JPO will have:

- An excellent understanding of the UN Secretariat, its structure and its on-going Human Resources Management reform;
- An in-depth knowledge of the challenges of Human Resources Management in a multicultural environment and inter-governmental organization;
- An in-depth understanding of staff selection processes and especially recruitment and outreach strategies; and
- A comprehensive knowledge of the applicable UN guidelines, policies and procedures, particularly on human resources.

VI. Background Information

The Headquarters Staffing Section in the Office of Human Resources Management (OHRM) plays a vital role in bringing staff of high caliber into the Organization.¹

The Unit is currently involved in the following main projects:

- Raising awareness of UN Careers opportunities to help increase the number of applications from nationals of unrepresented and underrepresented countries.
- Supporting the Secretary-General's Gender Parity Strategy to achieve 50/50 balance by 2026.
- Promoting diversity and inclusion throughout the UN
- Engaging and empowering young professionals through support of the UN Young Professionals Programme and UN Internship Programme.
- Increasing interagency cooperation and coordination of activities with other UN agencies, funds and programmes.
- Launching an Organization-wide campaign branding the UN as an employer of choice.

The post is located in the Office for Human Resources Management (OHRM) which consists of:

- the Office of the Assistant Secretary-General for Human Resources Management (OHRM);
- the Learning, Development and Human Resources Services Division (LDS);
- the Strategic Planning and Staffing Division (SPSD);
- the Medical Services Division (MSD); and
- the Human Resources Policy Service (HRPS).

The Strategic Planning and Staffing Division (SPSD) consists of:

¹ <http://careers.un.org> for further information.

- the Planning, Monitoring and Reporting Service (PMRS),
- the Staffing Service (SS),
- the Central Review Bodies Secretariat (CRB) and
- **the Talent Outreach Unit,**

and the Staffing Service (SS) of:

- the Headquarters Staffing Section (PASS);
- the Examinations and Tests Section (ETS); and
- Staffing Units A, B and C of the HQSS;

The Associate Expert would be placed in the Talent Outreach Unit, in the Strategic Planning and Staffing Division (SPSD). If extended for a second/third year, the incumbent may be rotated to one of the other Sections/Unit of SPSPD.