

United Nations JPO Programme



TERMS OF REFERENCE Junior Professional Officer (JPO) 19P064

I. General Information

Title:	JPO in Human Resources, Diversity and Talent Outreach
Sector of Assignment:	Human Resources Management
Organization/Office:	UN Secretariat Department of Management Strategy, Policy and Compliance (DMSPC) Office of Human Resources (OHR) The Global Strategy and Policy Division (GSPD) Strategic Talent Management Service (STMS) Staffing Diversity and Outreach Section (SDOS)
Duty Station:	New York
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 Supervisor: Chief, Staffing Diversity and Outreach Section

Content and methodology of supervision:

- *Establishment of a Work Plan:* During the first month of the assignment, the supervisor and the JPO will work jointly to prepare and finalize a mutually agreed upon one-year performance work plan with clear goals and expected results.
- The JPO will receive structured guidance by the supervisor, especially in the beginning of the assignment, with the purpose of gradually increasing the responsibilities of the JPO.
- The JPO will be given continuous performance and development feedback, professional counseling and mentoring by the supervisor.
- The JPO will have easy access to the supervisor.
- The Director of the Global Strategy and Policy Division (GSPD) will hold quarterly meetings with the incumbent as well as the Chief of the Strategic Talent Management Service (STMS) and the supervisor to discuss the JPO's performance and development.
- Evaluation: An evaluation will be completed at the end of every year of service. The United Nations Performance Evaluation System (e-performance) will serve as a primary platform to evaluate of the JPO's performance.

III. Duties, Responsibilities and Output Expectations

This is a unique opportunity, during a time of unprecedented UN reform, to join a world-class human resources team and:

- Be involved in high-profile initiatives in human resources and contribute to Organization-wide innovation and development;
- Gain valuable professional experience in human resources and particularly in the areas of diversity and talent outreach; and
- Be exposed to partnerships across the UN Secretariat and the UN System.

Under the overall supervision of the Chief, Staffing Diversity and Outreach Section, the JPO will be responsible for the following duties:

- Develops talent acquisition sourcing strategies, using new technologies, social media, software and networks, in support of UN strategic goals;
- Supports the implementation of the Secretary-General's Geographical Diversity Strategy, the Gender Parity Strategy and the Disability Inclusion Strategy within the Secretariat;
- Conducts job specific outreach to attract qualified candidates from target Member States;
- Researches new media tools for recruiting and networking; advises on how best to leverage these;
- Provides draft for social media channels: Facebook, Twitter, etc.; monitors and analyzes performance indicators for these platforms;
- Supports efforts to increase the quality of applicant flow, including internal and external as well as passive and active applicants;
- Identifies the most relevant global conferences and events for targeting candidates for specific outreach campaigns; plans and implements activities accordingly (e.g. information sessions, career development forums, university visits, etc.);
- Assists in partnering with Member States to conduct targeted campaigns to attract applicants to job openings;
- Liaises with colleagues in other entities to collect information on staffing diversity, talent acquisition and outreach;
- Actively engages in knowledge-sharing efforts across entities; maintains a repertoire of good practices on staffing diversity, talent acquisition and outreach; supports the development and implementation of new and improved approaches with the Section's team members;
- Supports the work of system-wide and Secretariat task forces and working groups on staffing diversity, talent acquisition, outreach, and related initiatives;
- Assists in the drafting of materials related to staffing diversity, talent acquisition and outreach (correspondence, reports, presentations, background papers, analytical notes and others), based on quantitative research and analysis;
- Conducts substantive research and analysis on staffing diversity, talent acquisition and outreach issues; recommends new approaches and solutions;
- Undertakes data mining and analysis of gender and geographic balance indicators;
- Identifies trends, patterns and relationships in data sets related to key recruitment and talent outreach metrics, makes recommendations and prepares summary reports;
- Undertakes data mining and analysis of applicant pipeline diversity indicators;
- Assists in enhancing and maintaining the Staffing Diversity and Outreach Section's database and service catalogue;
- Partners with managers to understand their specific staffing needs; plans and implements solutions to meet these needs;
- Builds partnerships and develops and maintains strong relationships with member states, institutions of higher learning, diversity advocacy organizations, professional associations, and other recruiting resources, to ensure

that the sourcing produces a strong talent pipeline;

- Provides administrative and substantive support to consultative and other meetings, workshops, conferences, etc.; proposes agenda topics; identifies and proposes participants; prepares, correspondence, background documentation, talking point, presentations, correspondence, reports; handles logistics;
- Engages in learning activities to strengthen competencies in one or more areas related to human resources;
- Contributes to efforts to innovate, modernize and streamline the work of the Staffing Diversity and Outreach Section, including the use of technology;
- Actively participates in strengthening internal and external communications related to the work of the Global Strategy and Policy Division;
- Supports management in monitoring operational performance, with the aim of improving business processes, and reducing response times for clients; recommends solutions to address bottlenecks; and
- Takes on special projects and performs other related duties, as required.

IV. Qualifications and Experience

The Office of Human Resources (OHR) is seeking a passionate young professional who is an innovative doer and thinker interested in making a difference for a better world.

Education: Advanced university degree (master's degree or equivalent) preferably in public or business administration, human resources management, marketing and communications, industrial/organizational psychology, education or related area such as social science. A first-level university degree in combination with two additional years of qualifying experience may be accepted in lieu of the advanced university degree.

Work experience: At least two years of relevant professional experience in human resources management, administration, marketing, communications or related field is required. Experience in international organizations/corporations or public administration is desirable. Experience in project management is desirable. Experience in working with quantitative data is desirable. Experience in visual design is desirable.

Languages: English and French are the working language of the United Nations. For this post, fluency in English is required. Knowledge of another official UN Language is desirable.

Other skills:

- Solid computer skills including proficiency in Microsoft Office (Word, Excel, Power-point), Microsoft Outlook and Internet/Intranet resources are highly desirable. Good knowledge of legal and/or human resources database is desirable.
- The selected candidate will exhibit a keen interest in the work of the United Nations and the achievement of the Sustainable Development Goals, as well as a strong commitment to the ideals of the UN Charter. The candidate will also have a demonstrated ability to successfully interact with individuals of different cultural backgrounds and beliefs, which include willingness to understand and express tolerance 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.

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.

Communication: Speaks and writes clearly and effectively; listens to others, correctly interprets messages from others and responds appropriately; asks questions to clarify and exhibits interest in having two-way communication; tailors language, tone, style and format to match the audience; demonstrates openness in sharing information and keeping people informed.

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 technologies.

V. Learning Elements

The United Nations Secretariat has 38,000 staff members representing one of the largest workforces in the community of international organizations. Working in the Office of Human Resources offers the opportunity to be at the forefront of implementing the Secretary-General's vision and strategy for the Organization, including key high-profile initiatives in human resources.

On completion of the assignment, the JPO will have gained:

- An excellent understanding of the UN Secretariat, its structure and its ongoing human resources management reform;
- Valuable professional experience in human resources;
- In-dept knowledge of the challenges of human resources management in a multicultural environment and in an inter-governmental organization;
- A comprehensive knowledge of the UN staff regulations and rules, and human resources policies and procedures;
- An in-depth understanding of staff selection processes and especially recruitment and outreach strategies;
- Advanced drafting and writing skills in an international context;
- Experience in project management; and
- Extensive exposure to managers and staff members of the UN Secretariat and the UN System.

VI. Background Information

The new Department of Management Strategy, Policy and Compliance (DMSPC) was established effective 1 January 2019 with a clear focus on improving management strategy, policy, and compliance. DMSPC plays a critical role in the realization of the Secretary-General's vision of a more agile, effective, and people-focused United Nations, that supports renewed vitality and innovation and that empowers management, staff and partners to better deliver on organizational mandates. As part of the management paradigm shift, DMSPC provides policy leadership in all management areas through an integrated global management strategy and policy framework and through strengthened monitoring, evaluation and accountability mechanisms.

The Office of Human Resources (OHR) in Department of Management Strategy, Policy and Compliance (DMSPC) provides strategic direction and policy leadership in all human resources matters. It aligns the Organization's human



resources capacity with its mission and mandates through the development and refinement of a global human resources strategy and innovative policies based on both organizational and staff needs.

The 2019-2021 global human resources strategy will create an enabling policy environment for people management, catalyse proactive talent acquisition and management and contribute to a transformed organizational culture. It will ensure that the Organization can retain and nurture staff with the skill sets and dynamism required to address the complex and changing nature of global challenges. Specific goals and strategic actions set out under three interlinked components in the strategy will transform human resources management practices across the Secretariat. Robust learning elements will drive the adoption of the proposed changes across the components.

The JPO post is located in the Office for Human Resources (OHR), which consists of:

- the Office of the Assistant Secretary-General for Human Resources (OHR);
- the Global Strategy and Policy Division (GSPD); and
- the Administrative Law Division (ALD).

The Global Strategy and Policy Division (GSPD) supports the Assistant-Secretary General in representing the Secretary-General in strategic matters. The division ensures that the Organization can attract, develop and retain a talented and diverse global workforce, focusing on the identification, championing, development and promulgation of modern, innovative and enabling policies and standards. Responsible for strategic workforce planning and the further development of a knowledge management system, GSPD represents the Secretary-General in the conduct of the staff-management consultations as envisaged in article VIII of the Staff Regulations and Rules. The division is composed of two services:

- the Strategic Policy Development Service (SPDS); and
- the Strategic Talent Management Service (STMS).

In turn, the Strategic Talent Management Service (STMS) consists of:

- the Strategic Workforce Planning Section (SWPS);
- the Organizational Development Section (ODS); and
- the Staffing, Diversity & Outreach Section (SDOS).

The JPO would be placed in the Staffing, Diversity & Outreach Section and report to the Chief of the Section.

The Staffing, Diversity and Outreach Section in the Strategic Talent Management Service plays a vital role in bringing staff of high caliber into the Organization. It develops strategies and initiatives aimed at building a diverse workforce across the Organization and coordinates Organization-wide efforts to increase geographical and regional diversity across all departments, offices and missions. It supports the Secretary-General's system-wide strategy on gender parity and promotes access to opportunities by persons with disabilities by undertaking targeted outreach campaigns to draw upon the broadest pool of candidates for Secretariat positions.

The Staffing, Diversity and Outreach Section is involved in the following high-profile and priority initiatives:

- 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;
- Supporting the Secretary-General in implementing the System-Wide Action Plan (SWAP) on disability in the workplace;
- 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; and
- Launching an Organization-wide campaign branding the UN as an employer of choice.

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