

## Job Title: Chief, HR Policy, Employee Relations and Operations

Requisition ID: **4301**

Grade: **P5**

Country: **Austria**

Duty Station: **Vienna**

Category: **Professional and Higher**

Type of Job Posting: **Internal and External**

Employment Type: **Staff-Full-time**

Appointment Type: **Fixed Term - 100 series**

Indicative Minimum Net Annual Salary: **147,628 USD**

Application Deadline: **12-Aug-2024, 11:59 PM (CEST)**

### Vacancy Announcement

Female candidates from all Member States are particularly encouraged to apply.

### Organizational Context

The United Nations Industrial Development Organization (UNIDO) is the specialized agency of the United Nations that promotes industrial development for poverty reduction, inclusive globalization and environmental sustainability. The mission of UNIDO, as described in the Lima Declaration adopted at the fifteenth session of the UNIDO General Conference in 2013 as well as the Abu Dhabi Declaration adopted at the eighteenth session of UNIDO General Conference in 2019, is to promote and accelerate inclusive and sustainable industrial development (ISID) in Member States. The relevance of ISID as an integrated approach to all three pillars of sustainable development is recognized by the 2030 Agenda for Sustainable Development and the related Sustainable Development Goals (SDGs), which will frame United Nations and country efforts towards sustainable development. UNIDO's mandate is fully recognized in SDG-9, which calls to "Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation". The relevance of ISID, however, applies in greater or lesser extent to all SDGs. Accordingly, the Organization's programmatic focus is structured in four strategic priorities: Creating shared prosperity; Advancing economic competitiveness; Safeguarding the environment; and Strengthening knowledge and institutions.

Each of these programmatic fields of activity contains a number of individual programmes, which are implemented in a holistic manner to achieve effective outcomes and impacts through UNIDO's four enabling functions: (i) technical cooperation; (ii) analytical and research functions and policy advisory services; (iii) normative functions and standards and quality-related activities; and (iv) convening and partnerships for knowledge transfer, networking and industrial cooperation. Such core functions are carried out in Divisions/Offices in its Headquarters, Regional Offices and Hubs and Country Offices.

The Division of Human Resource Management is part of the Directorate of Corporate Services and Operations which is responsible for the management of UNIDO's human, financial and material resources, ensuring the capacity of the Organization to fulfil its mandate.

The Directorate oversees a full range of corporate services to meet the needs of the Organization, acts as a custodian for corporate management policies, and promotes a culture of cooperation, service orientation and corporate excellence throughout the Organization.

The Division of Human Resource Management (COR/HRM) is responsible for developing and implementing a human resources strategy which ensures modern, cohesive, people-focused and inclusive approaches are employed in order to maximize the contribution and potential of UNIDO's

workforce. The Division is led by the Director of Human Resource Management and includes two units – the Talent Management Unit and the HR Policy, Employee Relations and Operations Unit.

This position is located in the HR Policy, Employee Relations and Operations Unit (COR/HRM/PEO) which includes the HR Policy and Employee Relations Unit (COR/HRM/PEO/PER) and the HR Operations and Planning Unit (COR/HRM/PEO/OPP), each led by a Unit Head.

The COR/HRM/PEO portfolio includes HR Policy, Employee Relations, Social Security, Benefits & Administration, Conditions of Service and Workforce Planning.

At the P5 level, the incumbent is expected to deliver (a) work that is integral to UNIDO's mandate; (b) in creating an enabling environment which is catalytic, gap-building and opportunistic; (c) in building partnerships and networks to strengthen Programmes; and (d) in achieving results within Cross Programme or Inter-Services teams.

The UNIDO Staff Performance Management System reinforces the collaboration within formal units as well as among cross-functional teams. In this context, the incumbent collaborates with his/her supervisor and colleagues, within as well as outside the unit. Within the formal teams, the incumbent may be expected to backstop other team members as required.

Staff members are subject to the authority of the Director-General and in this context all staff are expected to serve in any assignment and duty station as determined by the needs of the Organization.

## I. **Main Responsibilities**

As a key member of the COR/HRM leadership team, the Chief of HR Policy, Employee Relations and Operations will play a pivotal role in shaping and sustaining a positive work environment for UNIDO's workforce.

They will lead the development and delivery of approaches that help shape a workplace where individuals thrive, and teams excel.

This leadership role champions efforts that improve efficiency and effectiveness through business process excellence, including modern approaches to HR analytics. This role has a strong focus on relationship management, stakeholder and client satisfaction, strategic partnership, change leadership and diversity, equity and inclusion.

More specifically, the role includes the below responsibilities:

### **HR Policy**

- Conducts a comprehensive review of UNIDO's HR policy framework with a view to ensuring that the organization benefits from a cohesive, consistent, modernized and people focused HR policy suite which is responsive to current and emerging organizational needs ;
- Develop and ensure effective roll out of modern, streamlined and people centered HR policies in collaboration and consultation with relevant organizational stakeholders, taking due account of duty of care and Diversity, Equity and Inclusion (DEI) related considerations;
- Conduct risk-analysis and provide HR policy advice that promotes organizational behaviour aligned with the strategic priorities of UNIDO, including promoting an enabling, inclusive working environment;
- Provide advice on waivers, exceptions, and discretionary decisions, in consultation with other organizational stakeholders and taking into account precedence and relevant administrative law and jurisprudence;
- Work collaboratively with representative groups to gather feedback, address concerns, and ensure their involvement in decision-making processes regarding HR policies and initiatives;
- Provide authoritative advice on HR policy interpretation and people management practices to support accountability and oversight;

- Monitor compliance with HR policies and procedures; Develop data collection systems to optimize data driven HR policy decisions and recommendations;

## **Employee Relations**

- Provide advice on a wide range of complex and sensitive administrative and HR legal matters, including internal review and appeal mechanisms, disciplinary measures, involving substantive and procedural issues relating to international administrative law and administration of justice;
- Advise personnel and management on employee relations matters such as workplace conflicts, including on the effective use of both informal and formal resolution processes;
- Ensure the provision of responsive, confidential and timely case management of Complaints of Harassment, Sexual Harassment, Discrimination and Abuse of Authority, in line UNIDO's established policies and procedures; Contribute to the case management of other case management mechanisms such as Prevention of Sexual Exploitation and Abuse (PSEA);
- Work with the organizational stakeholders to improve and maintain HR/employee communication channels, promoting two-way exchange and feedback which supports co-creation of employee focused programmes and initiatives, including tailored approaches for field based personnel

## **HR Operations**

- Oversee the management of entitlements and conditions of service based on the provisions of the staff regulations and rules and associated administrative issuances for all categories of UNIDO's workforce;
- Cooperate with relevant bodies with a view to harmonizing the conditions of service of UNIDO personnel to maintain alignment with United Nations system-wide frameworks; Represent UNIDO at inter-Agency committees, boards and working groups on the review of UN Common System benefits and entitlements;
- Advise on complex cases relating to benefits and entitlements;
- Oversee the management and administration of UNIDO's post table; serve as the HRM focal point for the preparation of UNIDO's Programme and Budget to ensure that workforce planning considerations are duly reflected and that UNIDO's post table reflects current and emerging organizational needs;

## **Leadership and Management**

- Promotes an inclusive and enabling workplace culture across the Policy, Employee Relations and Operations Unit, acts as a role model in relation to UNIDO values and competencies;
- Provides leadership and management on all aspects of people management; Ensures optimal management of allocated financial resources;
- Promote effective internal communication on people management practices across UNIDO's workforce, with tailored approaches to address specific needs of field based personnel
- Represents COR/HRM, as appropriate, in HR Policy and Administration matters before governance bodies, UN agencies, and external partners.

### **III. Core Values and Competencies**

#### **Core Values**

**WE LIVE AND ACT WITH INTEGRITY:** work honestly, openly and impartially.

**WE SHOW PROFESSIONALISM:** work hard and competently in a committed and responsible manner.

**WE RESPECT DIVERSITY:** work together effectively, respectfully and inclusively, regardless of our differences in culture and perspective.

#### **Key Competencies**

**WE FOCUS ON PEOPLE:** cooperate to fully reach our potential –and this is true for our colleagues as well as our clients. Emotional intelligence and receptiveness are vital parts of our UNIDO identity.

**WE FOCUS ON RESULTS AND RESPONSIBILITIES:** focus on planning, organizing and managing our work effectively and efficiently. We are responsible and accountable for achieving our results and meeting our performance standards. This accountability does not end with our colleagues and supervisors, but we also owe it to those, we serve and who have trusted us to contribute to a better, safer and healthier world.

**WE COMMUNICATE AND EARN TRUST:** communicate effectively with one another and build an environment of trust where we can all excel in our work.

**WE THINK OUTSIDE THE BOX AND INNOVATE:** To stay relevant, we continuously improve, support innovation, share our knowledge and skills, and learn from one another.

## **Managerial and Leadership Competencies**

**WE ARE STRATEGIC, DECISIVE, PRINCIPLED AND INSPIRATIONAL:** As managers, we are strategic and fair in driving our team's performance. As leaders, we are a source of inspiration, stand for norms and standards established in the UN Charter and duty bound to defend these ideals with a principled approach.

**WE ARE INCLUSIVE AND ACCOUNTABLE:** As managers, we are inclusive in our approach and maintain constructive engagement with all our stakeholders. As leaders, we embrace all personnel and stakeholders and are accountable mutually within UNIDO, within the system, to beneficiaries and the public and beyond.

**WE ARE MULTI-DIMENSIONAL AND TRANSFORMATIONAL:** As managers, we go beyond conventional methods to help our organizational units strengthen their own agility and adaptability to change. As leaders in the UN system, we have a vision, which is integrated and engaged across the pillars of Peace and Security, Human Rights and Development.

**WE ARE COLLABORATIVE AND CO-CREATIVE:** As managers, we foster a team spirit and create meaningful opportunities to hear the voices of those around us, while realizing that only by working together can we accomplish our mission. As leaders, we see the inter-dependency of imperatives of the UN Charter and personally champion a collaborative inter-agency, multi-stakeholders and cross-thinking approach.

## **IV. Minimum Organizational Requirements**

**Education:** An advanced university degree (Master's or higher) in human resource management, organizational development, law, or another related field is required.

Professional certification in areas relevant to the role is desirable. Membership of a professional body for HRM is desirable. A Legal qualification is desirable.

**Experience:** A minimum of ten (10) years of increasingly responsible professional experience in human resource management is required, with a minimum of 6 years working in HR Policy and/or Administrative Law portfolios of the UN or similar international organizations, including experience in ILOAT appeals process is required. A minimum of 6 years' progressively responsible managerial experience is required.

## **Functional Competencies:**

- Demonstrated experience in developing and delivering cohesive and comprehensive HR policy frameworks, with a strong understanding of best practices, legal requirements, and industry standards;
- Proven experience in reviewing HR policy frameworks, developing and implementing action plans to streamline, consolidate, revise, amend or abolish, as applicable, outdated or obsolete policy instruments;
- Proven experience in the management of complex employee relations matters, including complaints procedures and internal/external administrative appeals mechanisms;
- Proven track record of strategic thinking, analytical skills, and the ability to translate complex issues into actionable policy recommendations;
- Proven experience in overseeing the administration of benefits and entitlements, conditions of services, and related processes;

- Proven experience in leading teams in the modernization of HR policy and processes;
- Excellent written and verbal communication skills with ability to synthesize complex concepts;
- Excellent interpersonal skills with the ability to work collaboratively with stakeholders at all levels; the
- Demonstrated awareness of DEI considerations, including gender equality, and an ability to integrate these perspectives into tasks and activities;
- Demonstrated experience in facilitating change management processes.

**Language Skills:** Fluency in written and spoken English required. Fluency in or working knowledge of other languages of the United Nations is desirable.

**NOTE:** UNIDO professional level applicants are required to have served at least one year in their current position, if applying for a higher-level position. However, the seniority-in-grade requirements for applying for higher level positions, as per paragraphs 18 and 78 of the HRMF, have been waived.

For further information on salaries, refer to the International Civil Service Commission website: <https://icsc.un.org/>

Employees of UNIDO are expected at all times to uphold the highest standards of integrity, professionalism and respect for diversity, both at work and outside. Only persons who fully and unconditionally commit to these values should consider applying for jobs at UNIDO.

**All applications must be submitted online through the Online Recruitment System. Correspondence will be undertaken only with candidates who are being considered at an advanced phase of the selection process. Selected candidate(s) may be required to disclose to the Director General the nature and scope of financial and other personal interests and assets in respect of themselves, their spouses and dependents, under the procedures established by the Director General.**

Visit the UNIDO careers site for details on how to apply: <https://careers.unido.org/>

**NOTE: The Director General retains the discretion to make an appointment to this post at a lower level.**

**Notice to applicants:**

UNIDO does not charge any application, processing, training, interviewing, testing or other fee in connection with the application or recruitment process. If you have received a solicitation for the payment of a fee, please disregard it. Vacant positions within UNIDO are advertised on the official UNIDO website. Should you have any questions concerning persons or companies claiming to be recruiting on behalf of UNIDO and requesting payment of a fee, please contact: [recruitment@unido.org](mailto:recruitment@unido.org)