

24. A. General Information

JPO functional title: Human Resources Analyst, Analytics & Workforce Planning

Main sector of assignment: Division for Human Resources, People Analytics

Country and Duty Station: United States, New York

B. Supervision

Title/Level of Supervisor: Human Resources Specialist, Workforce Planning & Analytics, P-4

The Team:

As a member of the HR Directorate's People Analytics team, the JPO will assist in the development of HR data insights and reports. The team is responsible for generating predictive/descriptive analysis using statistical methods, building interactive HR dashboards (Google Data Studio/Power BI), and producing reports and presentations on UNFPA's workforce to colleagues across UNFPA and wider UN System.

C. Duties and Responsibilities

1. Developing analytics that capture internal and external trends of UNFPA HR data for decision-making:

- Prepare regular and customized workforce and staffing analyses, formal reports, briefs, and presentations for corporate decision-making, DHR and/or for guidance to clients.
- Assist on the development of predictive models on topics like attrition, quality of hire, retention, employee performance, pay equity, diversity and inclusion.
- Support Client Service Teams and Career, Development & Mobility Programmes Branch in monitoring the delivery and implementation of key HR programs and services by developing and tracking monitoring and evaluation metrics (KPIs) for assessing the efficacy of DHR programs, e.g. performance evaluation, talent management, recruitment, onboarding, workforce planning, Diversity and Inclusion etc.;
- Demonstrate exceptional judgment and discretion when dealing with highly sensitive HR data.

2. Supporting workforce planning at institutional and regional/divisional/unit level:

- Leverage workforce trends and HR dynamics to plan for upcoming workforce needs.
- Monitor HR statistics on a regional/divisional/unit level and periodically share updates to HR Management and client offices.

3. Support maintenance of HR systems:

- In consultation with relevant subject matter experts, troubleshoot and problem-solve process and data issues when they arise and develop quality assurance practices to catch and resolve issues;
- Provide advice on utilization of HR systems and technologies and recommend technology-based approaches and procedures to support DHR's business needs, including recommendations for enhancements to existing ERP;
- Support the HR Specialist, Workforce Planning and Analytics, on ERP development within DHR, monitor system performance and troubleshoot user issues and problems;
- Identify opportunities and ways of converting business processes into web-based systems to address the issues of efficiency;
- Train staff as needed on various aspects of the HR systems, including the importance of following input protocols for accuracy of the data.
- Monitor the quality, accuracy and completeness of data captured in HR systems, initiating corrective action as appropriate;

Perform any other duties as required.

D. Qualifications and Experience

Education:

Advanced University degree in Management Information Systems, Statistics, Computer Sciences, Information Sciences, Human Resources, Business Administration or related discipline.

Knowledge and Experience:

- Two years of experience in Human Resources/Data Analysis is required;
- Demonstrated knowledge of analytical/statistical methods, tools and applications;
- Knowledge and experience working with HR information systems (eg. PeopleSoft, Oracle, SAP, Workday, etc.);
- General knowledge and understanding of HR policies, processes and approaches;
- Strong track record of producing analytics, reports and presentations for decision making purposes;
- Proven ability to serve on project teams and execute tasks for completion of complex projects;
- Strong quality control orientation; attention to detail;
- Strong collaboration and communication skills.

Languages:

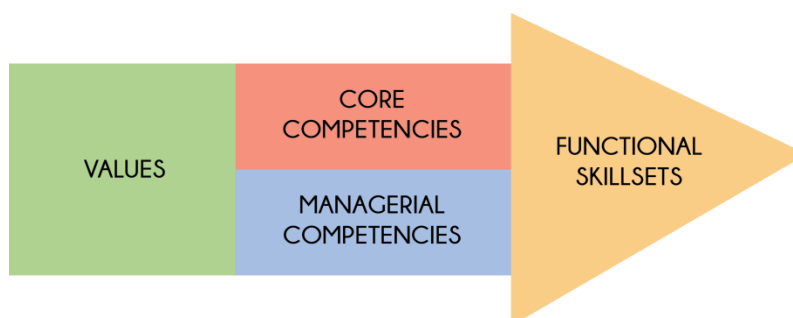
Fluency in English; knowledge of other official UN languages, preferably French and/or Spanish, is desirable.

E. Learning Elements

Upon completion of the two-year assignment, the JPO will be able to:

- Appraise and prepare projects addressing people analytics, predictive modeling for HR, HR information systems, statistical analysis for HR.
- Write assessment reports on the subject of Human Resources in an international organization.
- Monitor progress in evaluating HR initiatives and processes, using statistical software (R) and visualization tools (Google Data Studio, PowerBI).

F. Required Competencies



Values: Exemplifying integrity, Demonstrating commitment to UNFPA and the UN System, Embracing diversity in all its forms, Embracing change.

Core Competencies: Achieving results, Being accountable, Developing and applying professional expertise/business acumen, Thinking analytically and strategically, Working in teams/managing ourselves and our relationships, Communicating for impact

Functional Skill Set: Statistical Analysis, Predictive Modeling, Reporting and Data Visualization.

Technical Competencies: Presenting analytical information/ data in a relevant and easy to understand interpretation adapted to the audience; telling the story behind the numbers. Demonstrating the ability to multitask, meet tight deadlines, and attend to details while staying focused on key priorities. Managing sensitive and confidential information with high levels of integrity, tact and discretion. Job knowledge/technical expertise.