



UNITED NATIONS CHILDREN'S FUND JPO Request Form



UNICEF Lao PDR/2017

Training and Learning Plan

- ✓ Participation in a one-week JPO Induction Programme in New York;
- ✓ Guidance and advice in relation to training opportunities within the field of expertise;
- ✓ Use of yearly JPO training funds for internal/external training opportunities;
- ✓ Participation in the Mentoring, Coaching, and Career Counselling and Career transition programmes;
- ✓ Encourage field mission and/or stretch assignment during and after the 2nd year

In addition, the JPO will benefit from the following specific learning opportunities in the receiving office:

- ✓ This position requires the JPO to work with the different UNICEF sector programmes under the People and Culture Business Partnering approach.
- ✓ Through this the JPO will gain a valuable exposure to a wide range of duties and responsibilities in the area of People and Culture through on-the-job learning and development, all online trainings related to People and Culture, and interaction with the Regional Office and HQs.

Career prospects and potential for retention:

- ✓ The experience and skills gained will equip the candidate for a professional position in the field of People and Culture with national counterparts and international development agencies, including UNICEF, in the future.
- ✓ Knowledge of UNICEF's strategies and experience supporting their implementation will provide the candidate with high potential for retention, as the People and Culture function continues to build its talent pipeline through the attraction and retention of young, talented professionals.

Supervisor's experience in coaching and development of young professionals:

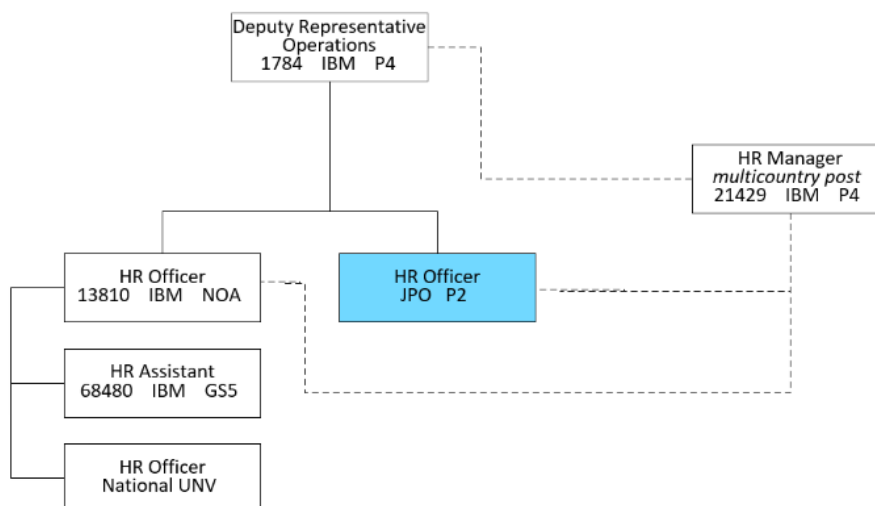
- ✓ The main supervisor of this position will be the Deputy Representative Operations. She has more than 17 years of experience working with UNICEF in both Operations and Programme functional areas, in various capacities and contexts, including emergency and development, as well as developing and middle-high income countries. She has proven capacity to leverage leadership and managerial expertise and experience in leading diverse teams, and supporting the development of individuals and teams under her supervision with a coaching/mentoring approach.

- ✓ The JPO will also have matrix reporting to the People and Culture Manager for Cambodia, Laos, and Vietnam. She has 29 years of experience and throughout her career, she has contributed to the identification and capacity building of HR staff in the various offices where she has served, including a number of young People and Culture professionals. She has experience mentoring other colleagues across UNICEF, including in the People and Culture function, and is currently exploring avenues to further her coaching skills.

Information and living condition of Duty station: [For Filed Office locations only]

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| General Information | UNICEF- Lao PDR office is located by side of the Mekong River, 3km from the center of Vientiane and easily accessible. Commute is either done by private car, taxis, or bicycles. The JPO will be based within the Nutrition Section of the UNICEF Lao PDR Office in the Capital City of Vientiane. The assignment may also require periodic travel to support program implementation, monitoring missions at subnational level. All work-related travel for the planning, implementation or monitoring of activities, including air tickets, car rentals, security clearance and will be supported by UNICEF as per UNICEF rules. The UNICEF Lao PDR Office is a multi-cultural working environment with around 100 staff working to protect and advance the rights of children. |
| Security | Lao PDR is a family duty station and is relatively safe but special cautions must be aware when walking alone during the dark. As part of the appointment process, the JPO is required to complete the B-SAFE training and submit the certificate. UNICEF's Emergency Operations Centre (OPSCEN) in New York is 24hours/7 days a week in contact with all UNICEF offices all over the world. In addition, the office works closely with UNDSS (United Nations Department of Safety and Security) Office in Lao PDR. UNICEF Operations Manager is the security Focal Point. |
| Housing | There is a wide range options for accommodation, including apartments and individual houses. Rents vary from approximately USD500 per month for a small house or one bedroom apartment to USD1,500 per month for larger properties. |
| Schools & Childcare | International Schools are available in the duty station and are following International Curriculum that are globally recognized. International schools often include a kindergarten and pre-school classes (sometimes even a nursery) for younger kids. |
| Work for spouses & partners | Work opportunities for spouses/partners are limited. However, if hired by any organization a work permit must be applied for through the same hiring organization. |

Reporting line of the JPO



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UNITED NATIONS CHILDREN'S FUND SPECIFIC JOB PROFILE

I. Post Information

Job Title: People and Culture Officer
Supervisor Title/ Level: Deputy Representative Operations, P-4
Organizational Unit: Operations
Post Location: Vientiane, Laos

Job Level: P-2
Job Profile No.:
Job Classification Level:

II. Strategic Office Context and purpose for the job

The fundamental mission of UNICEF is to promote the rights of every child, everywhere, in everything the organization does — in programs, in advocacy and in operations. The equity strategy, emphasizing the most disadvantaged and excluded children and families, translates this commitment to children's rights into action. For UNICEF, equity means that all children have an opportunity to survive, develop and reach their full potential, without discrimination, bias or favoritism. To the degree that any child has an unequal chance in life — in its social, political, economic, civic and cultural dimensions — her or his rights are violated. There is growing evidence that investing in the health, education and protection of a society's most disadvantaged citizens — addressing inequity — not only will give all children the opportunity to fulfill their potential but also will lead to sustained growth and stability of countries. This is why the focus on equity is so vital. It accelerates progress towards realizing the human rights of all children, which is the universal mandate of UNICEF, as outlined by the Convention on the Rights of the Child, while also supporting the equitable development of nations.

Strategic office context:

The JPO will report to the Deputy Representative Operations, with matrix supervision provided by the People and Culture Manager for Cambodia, Laos, and Vietnam.

Purpose for the job:

The People and Culture Officer JPO provides support to the supervisor and colleagues in the unit by delivering People and Culture services through applying knowledge of theoretical models, as well as understanding of organizational policies and procedures.

III. Key functions, accountabilities and related duties/tasks:

Summary of key functions/accountabilities:

1. Business Partnering

- Through research of policies and analysis of data, provide support to the People and Culture Business Partners in advising their clients on People and Culture-related needs and developing subsequent plans of action.
- Provide accurate and timely advice to clients on processes and policies, ensuring the highest level of client-orientation.
- Proactively advise clients on the resolution of human resources issues ensuring equitable and transparent solutions that protects both the staff and organizations interests in accordance with policies, regulations and procedures.
- Promote the organizational goals and targets for gender equity and cultural diversity.

2. Strategic Human Resources

- Liaise with the HQ Divisions, regional and country offices to support and contribute to corporate People and Culture strategy formulation and global implementation. Provide feedback and make recommendations on the establishment and improvement of systems, policies and processes.
- Keep abreast, research, benchmark, and implement best and cutting-edge practices in People and Culture management and contribute to the development of global policies, procedures and introduce innovation through sharing of best practices and knowledge learned.

3. Support to Implementation of assigned Human Resources Services

- Provide support to various or one specific People and Culture focus areas (recruitment, job classification, career development, performance management, data analytics, learning & development, office culture, etc.) to help their supervisors in implementing efficient client services that help either attract, retain and/or motivate staff of the highest caliber.
- When assigned casework in the relevant area on either a routine or non-routine basis, analyze and synthesize issues and problems, and interpret established, formal guidelines to address and recommend solutions or further actions required.

4. Learning and Capacity Development

- In collaboration with business owners, support the design and delivery of learning plans for staff.
- Contribute to the mapping of competencies for all staff included in the assigned client portfolio, assisting in the development of a comprehensive framework in support of the development of the talent pipeline.
- Research on efficient and cost-effective learning products which enable staff to develop their skills and competencies.
- Participate as a resource person in capacity building initiatives to enhance the competencies of clients/stakeholders.
- Provide orientation briefing to new staff.

5. HR Data Analytics

- Collect, interpret and analyze data to help inform decision making on processes and strategies in People and Culture.
- Support the development and implementation of data collection systems to optimize data quality.
- Coordinate with country offices and partners to provide assistance in their information management related to People and Culture.

IV. Impact of Results

The impact is centered on providing thorough and accurate analysis of individual cases and processes, including:

- Interpreting a body of rules, regulations and precedents to determine eligibility for entitlements or benefits.
- Helping supervisor determine qualification requirements for vacant posts.
- Comparing the qualifications of several candidates with those of the post and recommending the one(s) most suitable.
- Determining the action needed in order to improve staff skills through the identification of individual and organizational training needs.
- Recommending the most appropriate methods of training to meet these needs or analyzing work to determine the relative worth of jobs.

V. Competencies and level of proficiency required

Core Values attributes

- Care
- Respect
- Integrity
- Trust
- Accountability

Core competencies skills

- Nurtures, Leads and Manages People (1)
- Demonstrates Self Awareness and Ethical Awareness (2)
- Works Collaboratively with others (2)
- Builds and Maintains Partnerships (2)
- Innovates and Embraces Change (2)
- Thinks and Acts Strategically (2)
- Drives to achieve impactful results (2)
- Manages ambiguity and complexity (2)

VI. Recruitment Qualifications

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| Education: | A University Degree in human resources management, business management, international relations, psychology or another related field is required. |
| Experience: | Two years of professional experience in human resources and/or in people and culture management in an international organization and/or large corporation is required. |
| Language Requirements: | Fluency in English is required. Knowledge of another official UN language (Arabic, Chinese, French, Russian or Spanish) or a local language is an asset. |
| Technical Skills | Advanced knowledge of the principles and concepts of human resources management. Ability to identify issues, conduct rigorous research, and make conclusions and recommendations. Strong research, planning and organizational skills. Excellent knowledge of information technology systems and tools. |
| Interpersonal and Communication skills | Ability to communicate effectively in a diverse organization tailoring language, tone, style and format to match audience. Ability to empathize with client managers, supervisors and staff while advocating for consistent and equitable applications of promulgated HR regulations and rules. |