



UNITED NATIONS CHILDREN'S FUND
JPO Request Form

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:

- ✓ The JPO will be under the direct supervision of the HR Specialist, the Head of the HR Unit, who brings over 12 years of extensive experience in supervising and coaching staff across various levels. This invaluable mentorship will provide the JPO with critical guidance and support, leveraging the supervisor's deep expertise in human resources management.
- ✓ By contributing to the People and Culture Unit's objectives, the JPO will not only advance the unit's goals but also develop essential skills that will be pivotal for a successful career in Human Resources, both within UNICEF and in broader professional contexts.
- ✓ The successful candidate will have access to unlimited online courses available on UNICEF's learning platform, AGORA.
- ✓ The successful candidate will have the opportunity to participate in Country Office and Regional Office-supported learning programs through various platforms, including webinars.
- ✓ Continuous support and mentorship will be provided by the Head of the HR team, who will invest in on-the-job learning and development.

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

General Information	<p>Zambia is located in Southern African with a population of 19,610,769 (male population 9,603,056 and female population was 10,007,713) people as of 8th September 2022.¹</p> <p>Zambia is a landlocked country at the crossroads of Central, Southern and East Africa, although it's typically referred to as being in South-Central Africa. Its neighbors are the Democratic Republic of the Congo to the north, Tanzania to the north-east, Malawi to the east, Mozambique to the southeast, Zimbabwe and Botswana to the south, Namibia to the southwest, and Angola to the west. The capital city of Zambia is Lusaka, located in the south-central part of Zambia. The population is concentrated mainly around Lusaka in the</p>
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¹ Source: Zambia Statistics Agency, 2022 Census of Population and Housing Preliminary Report

	<p>south and the Copperbelt Province to the north, the core economic hubs of the country.²</p> <p>Zambia's Human Capital Index is slightly lower than the average for the sub-Saharan African region and lower than the average for lower-middle income countries³. Currently, Zambia ranks among the countries with highest levels of poverty and inequality globally. In 2022, Zambia was reclassified by the World Bank as a low-income country.⁴</p> <p>Lusaka is the capital city of Zambia. The city has good infrastructure and services are accessible. It is relatively a safe place to live though caution is emphasized. Just like any other city in the world, there are places that are considered insecure. It is advisable to ensure personal safety both indoors and outdoors. Lusaka is home to numerous international agencies with decent housing with water, electricity, and guards available. The United Nations Department of Safety and Security advises on recommended residential areas for international UN Personnel and certifies that residential premises meet the minimum-security measures set for Zambia. UNICEF, UNDP, UNFPA, WFP, ILO, IOM and other international agencies have their offices in Lusaka. There is increasing rural to urban migration as young, educated Zambians look for employment opportunities.</p>
Security	<p>Zambia is a family duty station and classified as a Class B duty station (with low to medium risk rating). However, travel outside Lusaka, especially close to the border towns tends to have a higher security level.⁵</p>
Housing	<p>House rentals and prices differ depending on size and location. The main recommended residential neighborhoods in Lusaka are Chudleigh, Jesmondine, Kabulonga, Kalundu, Kingsland, Longacres, Mass Media, Meanwood Ibex, New Kasama, Rhodespark, Roma, Sunningdale and Woodlands Main.</p> <p>It is possible to rent furnished and unfurnished houses, town houses or apartments.</p>
Schools & Childcare	<p>A number of international schools with an academic system that is widely recognized abroad are available in Zambia. International schools often include a kindergarten and pre-school classes (sometimes even a nursery) for younger kids.</p>
Work for spouses & partners	<p>Work opportunities for spouses/partners are limited. However, if hired by any organization a work permit must be applied for through the same hiring organisation.</p>

Reporting line of the JPO

² <https://unicef.sharepoint.com/sites/GSSC-CWG/SitePages/Zambia.aspx#security>

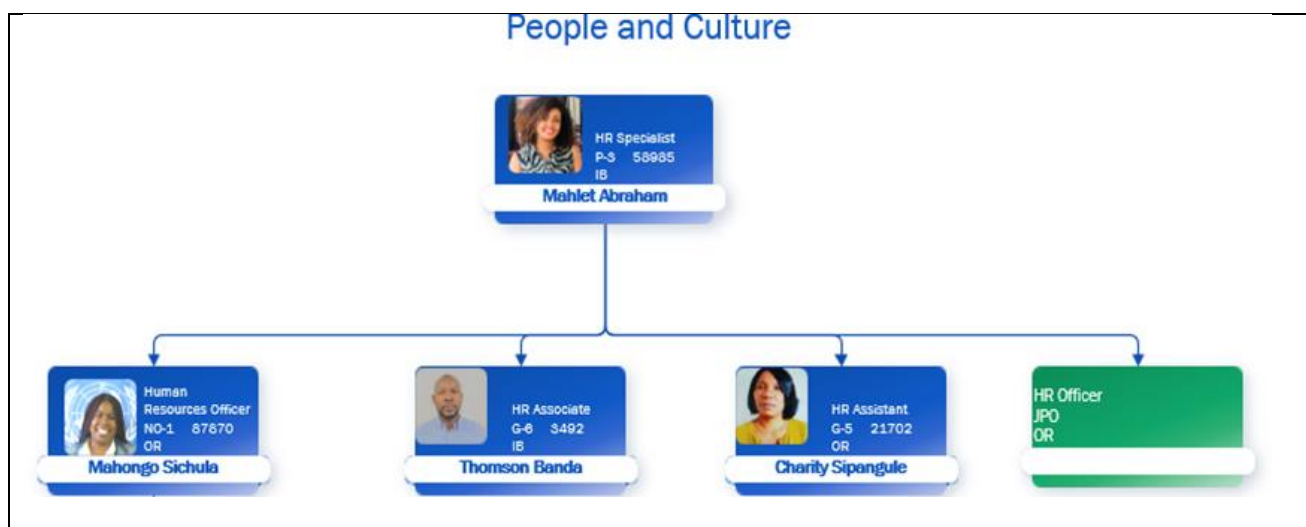
³ World Bank, Zambia Human Capital Index Report. October 2018.

⁴

https://www.parliament.gov.zm/sites/default/files/images/publication_docs/15.07.22%20MINISTERIAL%20STATEMENT%20ON%20RE-CLASSIFICATION%20OF%20ZAMBIA%20AS%20LOW-INCOME%20COUNTRY.pdf

⁵ <https://unicef.sharepoint.com/sites/GSSC-CWG/SitePages/Zambia.aspx#security>

People and Culture



UNITED NATIONS CHILDREN'S FUND GENERIC JOB PROFILE (GJP)

I. Post Information

Job Title: Human Resources Officer
Supervisor Title: Human Resources Specialist
Organizational Unit: Lusaka, Zambia

Job Level: P2
Job Profile No:
CCOG Code: 1.A.06
Functional Code: HRE
Job Classification Level: P2

II. Organizational Context and Purpose for the job

UNICEF is a leading humanitarian and development agency working globally for the rights of every child. Child rights begin with safe shelter, nutrition, protection from disaster and conflict and traverse the life cycle: pre-natal care for healthy births, clean water and sanitation, health care and education. UNICEF has spent nearly 70 years working to improve the lives of children and their families. Working with and for children through adolescence and into adulthood requires a global presence whose goal is to produce results and monitor their effects. UNICEF also lobbies and partners with leaders, thinkers and policy makers to help all children realize their rights—especially the most disadvantaged.

Job organizational context:

The Generic Job Profile for a Human Resources Officer, at the P2/NOB level, can be used either in the Division of Human Resources, a UNICEF country office, or regional office. They generally report to a Human Resources

Specialist/Manager, at either the NOC/P3 or NOD/P4 level, or in some rare cases, Chiefs of section at the P-5 level.

Positions at the P2/NOB level are considered as supportive roles to higher level HR professionals that are centered on providing research, analysis and recommendations on a broad range of HR functions, or in some cases one specific function. Therefore, while these positions contribute substantively to organization-wide HR strategies, they should also be considered as opportunities for incumbents to acquire professional expertise, organizational knowledge and exposure for further career advancement.

Purpose for the job

The HR Officer reports **to the HR Specialist** for close guidance, training and supervision. The Officer provides support to the supervisor and colleagues in the unit by executing HR services through applying knowledge of theoretical HR models, as well as understanding of organizational HR 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 HR Business Partner in advising their clients on HR-related needs and developing subsequent plans of action.
- Provide accurate and timely advice to clients on HR 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 HR strategy formulation and global implementation. Provide feedback and make recommendations on the establishment and improvement of HR systems, policies and processes.
- Keep abreast, research, benchmark, and implement best and cutting edge practices in HR 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 HR occupation (recruitment, job classification, career development, performance management, data analytics, learning & development 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 HR data to help inform decision making on HR processes and strategies.
- Support the development and implementation of data collection systems to optimize data quality.
- Coordinate with country offices and partners to provide assistance in their HR information management.

IV. Impact of Results:

The impact is centered on providing thorough and accurate analysis of individual cases and processes. While the type of analysis and decision-making varies among the different HRM specialties, typical examples include:

- 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
- Classifying unique job descriptions by application of promulgated classification standards.
- 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. UNICEF values and competency Required (based on the updated Framework)

i) Core Values

- Care
- Respect
- Integrity
- Trust
- Accountability
- Sustainability

Core Competencies (For Staff without Supervisory Responsibilities) *

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

*The 7 core competencies are applicable to all employees. However, the competency Nurtures, Leads and Manages people is only applicable to staff who supervise others.

VI. Skills

Technical

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

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.

VII. Recruitment Qualifications

Education:

A University Degree in human resource management, business management, international relations, psychology or another related field is required.

Experience:

Two years of professional experience in human resource 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.