

Job Description for Professional Posts

Reference: MT2025/20

Position and Grade:	Associate HR Officer (HR Services), P2
Organizational Unit:	Human Resources Services Division of Human Resources
Duty Station:	Vienna, Austria
Type/Duration of Appointment:	FT – JPO, 1 year

Organizational Setting

The Division of Human Resources (MTHR), within the Department of Management, plans, acquires and manages human resources to effectively implement the IAEA programmes. It thus delivers the full spectrum of human resource services, including HR organizational development and planning, talent acquisition and development, performance management, and administration of compensation and benefits. The Division serves a multicultural workforce of approximately 2300 people from diverse scientific, technical, managerial and professional disciplines.

The HR Service Section (HSS) provides the Agency's staff and personnel with HR services and advice in the areas of administration of benefits and entitlements, administration of contracts and contract extensions, and on-boarding/off-boarding of staff.

Main Purpose

Reporting to the Section Head, HSS, and with guidance from the HR Officers, the Associate HR Officer (HR Services) works in close collaboration with the Section Head and HR Officers on various human resources related matters by providing analytical and administrative support in the areas under the Section responsibility, including administration of benefits and entitlements, contracts management, on-boarding of staff and time management.

Role

The Associate HR Officer (HR Services) is an analyst, assisting in researching rules, procedures, precedent cases and best practices in the areas covered by the HR Service Section. He/she carries out research, collects and coordinates the compiling of information on a variety of topics related to HR Services and contributes to HSS projects.

Partnerships

The Associate HR Officer (HR Services) establishes and maintains relationships with staff within MTHR and other relevant stakeholders throughout the IAEA and provides assistance and support in the area of HR Management.

Functions / Key Results Expected

- Carry out in-depth research and benchmarking to review and provide input to different HR related topics.
- Support the analysis of trends and participate in developing solutions and best practices.
- Administer, in accordance with the Staff Regulations and Rules, the full range of contracts and benefits and entitlements in the assigned group of clients.
- Ensure the quality of the services delivered and of data produced by the HR Service Section, including coordinating related system improvements, performing regular data integrity checks and data clean up and taking corrective actions when necessary.
- Analyse complex situations to recommend actions to the Unit Head, HR Service Centre, and answer questions regarding compensation, benefits and entitlements in accordance with Staff Regulations and Rules and under the applicable terms of employment/engagement.
- Prepare preliminary draft communication and reports, as needed, on various HSS topics. Provide support in the daily management of Section activities.

Competencies and Expertise (do not revise or edit)

Core Competencies		
Competence	Occupational Role	Behavioural Indicator
Communication	Individual Contributor	Communicates orally and in writing in a clear, concise and impartial manner. Takes time to listen and understand the perspective of others and proposes solutions.
Achieving Results	Individual Contributor	Takes initiative in defining realistic outputs and clarifying roles, responsibilities and expected results in the context of the Department/Division's programme. Evaluates his/her results realistically, drawing conclusions from lessons learned.
Teamwork	Individual Contributor	Actively contributes to achieving team results. Supports team decisions.
Planning and Organizing	Individual Contributor	Plans and organizes his/her own work in support of achieving the team or Section's priorities. Takes into account potential changes and proposes contingency plans.

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Functional Competencies		
Competence	Occupational Role	Behavioural Indicator
Client orientation	Associate	Establishes effective relationships with clients to understand and meet or exceed their needs. Finds ways to ensure client satisfaction.
Knowledge sharing and learning	Associate	Actively seeks opportunities to learn by formal and informal means; learns from others, adopting and sharing best practice.
Technical/scientific credibility	Associate	Acquires and applies new skills to remain up to date in his/her area of expertise. Reliably applies knowledge of basic technical/scientific methods and concepts.

Expertise	
Expertise	Description
Administrative Support Discretion and Respect for Confidentiality	Application of a high degree of tact, diplomacy and discretion, and proven ability to maintain confidentiality.
Human Resources International Human Resource Management	Knowledge of human resources management principles, concepts and practices.
Information Technology - Oracle Oracle EPM (Hyperion)	Knowledge of ERP systems, such as Oracle, is an asset.

Education, Experience and Language Skills

- University degree in human resources management, public or business administration or any other related field.
- Minimum of two years of progressively responsible experience in human resources management with emphasis on administration of benefits and entitlements, including experience at an international level.
- Knowledge of human resources principles, management and practices as well as procedures and operations in an international organization.
- Excellent oral and written command of English. Knowledge of other official IAEA languages (Arabic, Chinese, French, Russian and Spanish) is an asset.

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