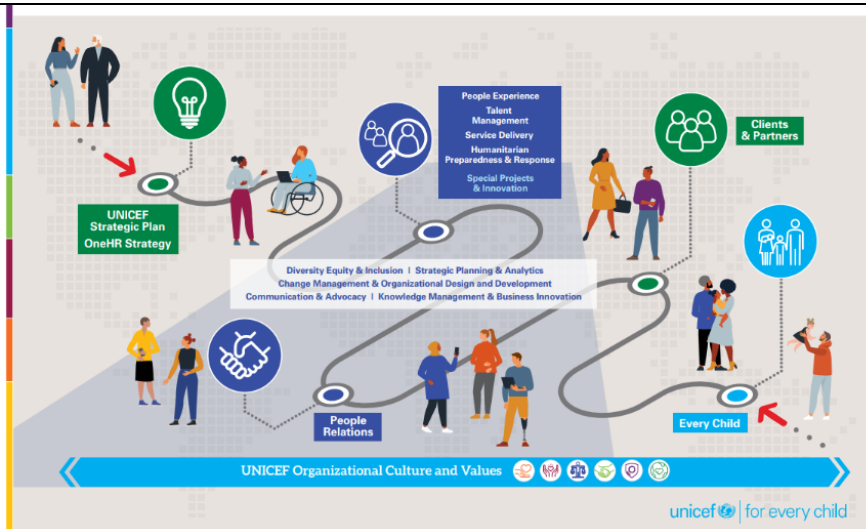




UNITED NATIONS CHILDREN'S FUND JPO Request Form



Talent, the core of HR, must be nurtured

For more information on UNICEF Cameroon visit: [UNICEF Cameroon](#) | [Yaoundé](#) | [Facebook](#)

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:

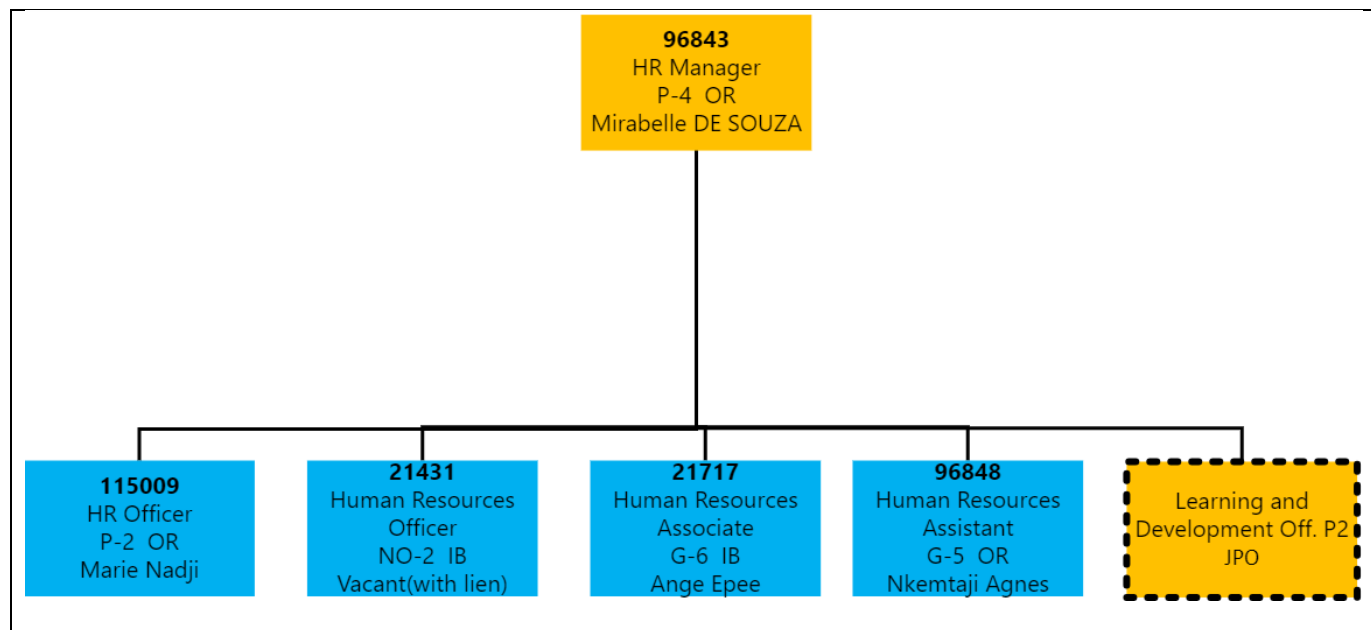
- ✓ On the job coaching and exposure to new areas of work
- ✓ Job shadowing depending on the interest of the JPO
- ✓ UNICEF HR capacity building resources : Bersin, Corporate Executive Board
- ✓ HR in Emergencies training
- ✓ Capacity building on HR performance management and Staff Development
- ✓ Human Resources Management in International Organization, with particular focus on talent development
- ✓ ERPs methodologies on skills and competencies development and other tools used to develop talent in international organizations

Please also mention the following:

- ✓ Career prospects and potential for retention: Talent Management in UNICEF is growing stronger and stronger as evidenced by our new strategic plan and strategic model. Considering the need to secure the highest level of staff engagement and provide an environment in which staff can strive, any high performing staff working in HR and especially in talent development should find a suitable employment within UNICEF
- ✓ Supervisor's experience in coaching and development: Under the supervision of an HR Manager P4, who has been working with UNICEF in HR since 1997 in a unit of 4 staff, the learning will be structured and will take place through participation in meetings and/or workshops, by studying reports, surveys, studies, or activities related processes, by mentoring/coaching/on-the-job training. The HR Manager has a keen interest in talent development and performance management and wants to turn her office around with the support of the JPO to support staff in achieving impactful results and at the same support the growth the JPO in the process. This is a challenging assignment whose results are evidence based and will procure satisfaction and reward to all engaged in the initiative.

information and living condition of Duty station: [For Filed Office locations only]	
General Information	<i>Cameroon is called 'Africa in miniature', due to its large diversity of climates and cultural diversity. It is a country where one can live well and discover the culture but at the same time experience one of UNICEF's most complex programming – this due to a mix of development and humanitarian response with three very distinct humanitarian crises to respond to. This makes Cameroon an ideal place for a JPO to live in a relatively safe place but at the same time be exposed to all of UNICEF's programming. Yaounde is a lively city with all the needed amenities such as sports facilities etc.</i>
Security	<i>The security level in Yaounde is 2. There are no specific threats apart from the typical risks of petty crime as in any big city.</i>
Housing	<i>Different types of long-term accommodation are available in Yaounde: standalone houses, houses in gated compounds, apartments. These could be furnished and/or fully serviced, or unfurnished.</i>
Schools & Childcare	<i>Most of international staff's children attend international schools with an academic system that is widely recognized abroad. International schools often include a kindergarten and pre-school classes (sometimes even a nursery) for younger kids. It is advisable to ask your embassy in Yaounde which schools your compatriots prefer for their kids.</i>
Work for spouses & partners	<i>In Yaounde there is many UN agencies present including many who cover the sub-region. The private sector is also present but mainly based in Douala.</i>

Reporting line of the JPO





UNITED NATIONS CHILDREN'S FUND SPECIFIC JOB PROFILE (SJP)

I. Post Information

Job Title: Learning and Development Officer
Supervisor Title: People and Culture Manager,
P4, #96843
Organizational Unit: Office of the UNICEF
Representative
Post location: Yaounde, Cameroon

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.

Strategic Organizational Context:

UNICEF Cameroon is dedicated to delivering results for every child through its committed, experienced staff. However, the environment in which staff are expected to deliver is constantly changing. Whether the change comes from external factors and emergencies or new developments improving how UNICEF can achieve positive outcomes, staff will need access to an array of learning solutions to continue delivering results and living UNICEF's core values.

This position is created with the purpose to drive decision making and organizational learning, development, and performance management, and to improve effectiveness of an office of nearly 200 staff members in the achievement of results for UNICEF and to realize the rights of every child. Therefore, this position will align the office strategy with the organizational learning to ensure that UNICEF staff are equipped to continue to adapt to new contexts and continue to fulfill our mission. In response to increasing office staff need for learning opportunities and career development, the incumbent will support the design of learning plans and delivery of learning activities through various methodologies and in close collaboration with the Regional Office.

Purpose of the job:

Under the supervisor of the HR Manager, the JPO will be responsible for the planning, design, implementation, monitoring and evaluation of organizational learning and development programmes and performance management, in alignment with the Cameroon Country Office's key strategic priorities. He/she will work closely with the HR Manager, Section Chiefs, and the Local Talent Development Committee (LTDC), as well as other relevant stakeholders, to conduct capacity needs/gap assessments and prepare learning and development strategies/plans to meet the Office's current and evolving Programmatic/operational needs. This entails building internal/external partnerships to design and implement state-of-the-art learning and development programmes, including innovative approaches to learning and development. He/she will also oversee the timely implementation, monitoring and reporting of global/regional learning/training activities included in the annual learning plan.

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

1. Learning and Capacity Development:

- In close collaboration with the Senior Management, Section Chiefs, and the Learning and Development Committee (LTDC), as well as other relevant stakeholders, conduct a capacity gap and learning needs assessment and prepare learning and development strategies/plans in line with Cameroon's key strategic priorities to meet current and evolving programmatic/operational needs.
- Build partnerships with academic institutions, UN agencies, external experts, NGOs, CSOs and private sector organizations to design and implement state-of-the-art learning and development programmes, including innovative approaches to learning and development; and share best practices on evolving trends on learning and development.
- Work closely with Section Chiefs, Chiefs of Field Offices and Learning Focal Points to ensure an effective coordination of learning/development investments, thus preventing gaps, overlaps, duplication of efforts, and ensure that expenditures are in line with approved budget.
- Jointly with the HR Manager, support the development and implementation of learning and development programmes to fill specific competency/skill gaps identified in the assessment.
- Oversee the timely implementation, monitoring and reporting of global/regional learning/training activities included in Cameroon's annual learning plan. Administer the learning and development budget for individual and group learning.
- Provide advice/guidance and support to managers/supervisors and individual staff members in determining appropriate learning and development opportunities.
- In collaboration with Senior Management, Section Chiefs, and under the guidance of the HR Manager, develop and implement capacity building initiatives supporting office internal succession plan. Compile and analyze data on high potential employees in support of office succession management plan.
- Act as the Secretary of the Cameroon Local Talent Development Committee (LTDC), providing guidance to the LTDC on strategic learning and development discussions, managing individual and group learning requests,
- Contribute to drafting (or draft as needed) internal guidance documents and/or standard operating procedures for the efficient, effective, consistent, and fair administration of learning and development activities.

2. Performance Management:

- In consultation with the supervisors and the chiefs of sections, develop best practices in all aspects of performance management and constantly evaluate the effectiveness of performance management programmes to determine challenges and areas of improvement.
- Monitor and follow up on performance planning and appraisal completion across the office within global timelines.
- Prepare and guide on the Annual Talent Review and follow up on PIP cases, jointly with the HR Manager.
- Provide technical support in equipping managers with the tools to deal decisively with underperformance; and develop, motivate, and stretch high performers. Assist in securing specialist advice, guidance to line management on performance and development and to ensure that training becomes an integral part of staff development.
- Support the development and conduct workshops for both staff and line managers on having performance management conversations.

3. HR Data Analytics:

- Develop data collection systems to optimize the quality of metrics, analytics and report related to Learning and Development and Performance Management.
- Compile, interpret and analyze data/reports to help inform decision making on learning and development strategies.
- Oversee the evaluation of learning/training programmes to ensure compliance with desired quality standards; that they contribute to meeting desired outcomes, returns on investments, and that lessons learned/best practices are reflected in the development of new strategies and plans.
- Submit/present periodic learning and development programme reports to the LTDC and CMT.

4. Career Development

- Contribute to the improvement of the career development framework, systems, and tools in the office. Advise, support and coach staff seeking professional growth and career development.
- In collaboration with the Division of Human Resources and Regional Office, manage career development workshops, coaching, mentoring and 360 degree feedback programmes.
- Support the creation of long-term agreements on individual and team coaching arrangements.

IV. Impact of Results

The work impacts the revision of learning and development performed at lower levels and taking corrective and adaptive actions.

The incumbent is accountable for

- (a) the design and implementation of cost-effective learning and development programmes aligned with Cameroon's key strategic priorities, as well as regional and global priorities.
- (b) (b) satisfying the organizational, programmatic and HR needs related to the field of work; and
- (c) (c) developing expert advice for the Office that is recognized and accepted as being fully sound.

The work is defined by support to the Cameroon Country Office composed of Yaounde and 3 field locations; yet the impact of work may relate to the UNICEF HR community as a whole; requiring

continuous and collaborative exchange of technical expertise with peers and management to ensure it is seen as speaking with one voice.

Recommendations on strategies reaching relevant office managers for them to appreciate learning/training programmes and release their supervisees to attend training events. This will ensure the success of any training programme based on the involvement and commitment of staff at all levels.

V. UNICEF values and competency Required (based on the updated Framework)

i) <u>Core Values</u> <ul style="list-style-type: none"> • Care • Respect • Integrity • Trust • Accountability • 	ii) <u>Core Competencies (For Staff with Supervisory Responsibilities) *</u> <ul style="list-style-type: none"> • 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) • Drive to achieve impactful results (2) • Manages ambiguity and complexity (2)
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VI. Skills

Strategic

- Experience and ability to help design and implement targeted and innovative human resources strategies to address clients' people-related needs.
- Ability to help design and implement innovative learning and development programs within a fast-paced, evolving, and wide organizational setting.

Technical

- Authoritative technical knowledge of the principles and concepts of learning and development.
- Capacity to adapt policies, approaches, and models to meet emerging needs.
- Ability to identify and analyze systemic issues, formulate opinions, and make conclusions and recommendations to resolve same.
- Excellent knowledge of organizational and HR information technology systems and tools.

Interpersonal and Communication

- Demonstrated 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, as well as policies.

VII. Recruitment Qualifications

Education:	<ul style="list-style-type: none"> • A University Degree in human resource management, business administration, organizational development, social sciences, international relations, psychology, or another related field is required.
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	<ul style="list-style-type: none"> • Professional certification/additional training in the field of learning and development or related field is desirable.
Experience:	<ul style="list-style-type: none"> • At least two (2) years of professional work experience Human Resources and in learning and development in a global/international organization is required. • Strong facilitation skills and track records in learning needs assessment and in the design and implementation of learning and development strategies, including learning impact assessment is required. • Good understanding of how adults acquire and use knowledge, including individual and cultural differences in learning; and the ability to develop effective training/learning curricula for adult learners, especially for organizational development and behavior change is an asset. • Knowledge of group and organizational psychology is an asset. • The ability to allocate appropriate time and resources for successful achievement of goals and foresee risks and allow for contingencies when planning. • Ability to implement clear goals that are consistent with agreed strategies, identify priority activities and assignments, adjust priorities as required.
Language Requirements:	Fluency in French and English is required. Knowledge of another official UN language (Arabic, Chinese, French, Russian or Spanish) or a local language is an asset.