

## ICMPD Job Profile

### Human Resources Assistant <sup>1</sup>

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#### Functional Overview

As part of the Human Resources Management Unit (HRM), within the Division of Operations Support (OS), the Human Resources Assistant, is responsible for the administrative support to a wide range of Human Resources (HR) activities including general HR administrative duties, recruitment and employee administration, payroll and benefits, employee liaison and in supporting the implementation of HR policies and procedures. S/he promotes a client-orientated and transparent approach ensuring a smooth flow of information between employees and Human Resources and which is consistent with ICMPD's rules and regulations in the provision of Human Resources services across the organisation.

#### Key Results

**Support to Recruitment and Onboarding Activities:** Effective support provided to the full recruitment cycle i.e. review of vacancy announcements and applications, organisation of interviews, initiation and follow up on reference checks, academic and work experience verification. Post-recruitment administrative support provided to the completion of the onboarding formalities including communication with the selected candidates, calculation of salaries and related benefits and the preparation of offers of appointment. The required onboarding processes systematically prepared and employee actions recorded in the respective HR automated system, in accordance with standard ICMPD administrative and operating procedures. Contract requests for Staff, Personnel, and Interns processed in line with HR administrative and operating procedures.

**Support to Human Resources Administration:** Working closely with the responsible HRM colleague, employees' monthly payroll data accurately compiled for validation. Cessation of benefits on termination of employment accurately calculated, and separation/exit documentation accurately prepared for further validation. Requests for staff entitlements and claims regularly monitored and promptly processed, including the review and processing of relevant data pertaining to conditions of service with ICMPD with employee concerns and issues being promptly conveyed to the respective HRM colleagues. Requests for annual leave, maternity leave, and sick leave (including long-term) promptly and accurately processed. Queries on insurance provisions efficiently answered in-line applicable policy documentation. Requests for legitimisation, visa and other official employee certification promptly reviewed, verified and processed in line with the standing operating procedure. As requested, research undertaken on a range of HR related issues and assistance provided in the preparation of notes/reports.

**Support to Reporting Requirements and Data Management:** Effective administrative support provided to the production of timely and accurate narrative HR status reports in line with reporting requirements and the forecasting and coordination of reporting activities. Reports compiled in coordination and consultation with the HRM colleagues, ensuring that the required information is accurately captured. HR related automated systems and applications including automated databases containing HR related statistics, efficiently maintained and systematically updated.

**Support to HR Communication and Help Desking:** Communication received by HRM (i.e. through email, help desk request etc.) responded to promptly and efficiently, and followed-up with the appropriate action. Necessary escalation promptly and efficiently reassigned to the appropriate HR team member. All communication with internal/stakeholders handled in a collegial and professional manner.

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<sup>1</sup> This job profile is classified at S2/LS2 grade.

**Support to HR Events and Meetings:** Logistical arrangements efficiently undertaken for internal/external meetings and other events being supported by HRM staff and cost estimates accurately calculated. Minutes and/or notes of internal meetings accurately prepared.

#### **Required Expertise**

- Good general knowledge of HR practices and procedures in an international environment.
- Ability to independently plan and organize her/his own work in support of achieving priorities.
- Capability to establish effective relationships within teams to understand and meet their needs.
- Analytical thinking to gather, analyse and compile information, identifying critical relationships and patterns among data and proposing workable solutions.
- Ability to take initiative in defining realistic outputs and clarifying roles, responsibilities and expected results in the context of the project(s) scope.
- Ability to work effectively with colleagues from different cultural and professional backgrounds.
- Attention to detail, discretion and ability to work under pressure and within tight timelines.

#### **Qualifications, Experience and Language Skills**

- Bachelor's or equivalent in a relevant field in addition to completed Secondary Education.
- Relevant working experience is considered commensurate in lieu of degree or equivalent.
- A minimum of 4 years of relevant working experience in Human Resources Management in an international context.
- Experience in status reporting activities.
- Excellent organisational skills.
- Strong teamwork and interpersonal skills.
- Proficiency in use of standard IT tools.
- Proficiency in (verbal/written) English, proficiency in the language of the duty station is an asset.