

ICMPD Job Profile

Senior HR Advisor - Governance and Operations¹ - IP4

Functional Overview

At ICMPD, we build evidence-driven migration policy options and governance systems that engage and equip our partners to deliver effective, forward-looking responses and pragmatic solutions to complex regional migration and mobility challenges. In support of this mission, Human Resources helps create an enabling environment in which ICMPD's talent can contribute effectively and develop.

Within this context, the **Senior HR Advisor - Governance and Operations** plays a key role in strengthening the coherence, consistency and responsiveness of ICMPD's human resources framework. The role contributes to the development, review and implementation of human resources policies, practices and procedures and supports their consistent application across the organisation. It provides senior-level advice on the interpretation and application of human resources rules, regulations and policies, including the review of exceptions and supports management in complex and sensitive human resources matters.

Reporting to the Head of Human Resources Management, the incumbent plans, manages and supervises the work of assigned expert HR staff in the areas of HR operations, payroll and job architecture. The role oversees the provision of first-line HR advice and support by the HR Advisors to staff and managers at headquarters and in field locations, oversees the global payroll and the work relating to job architecture and associated operational HR matters. The incumbent also represents HRM in working groups and institutional processes, as required, and leads and/or supports organisational change management processes. The role has a particular focus on employee relations, performance management, conduct and disciplinary matters, policy review and analysis, HR projects and the use of HR data and analytics to support decision-making, accurate reporting and organisational accountability.

The role may require travel to ICMPD duty stations.

Key Results

Strategic HR policy development, implementation and advisory support: Substantive contributions provided to the development, modification and implementation of human resources policies, practices and procedures, drawing on best practices and organisational needs. Implementation of HR policies and procedures monitored to ensure consistency and compliance. Participation undertaken in task forces and working groups to identify issues, formulate policies and guidelines and establish new procedures. Advice provided to senior management on complex and sensitive human resources matters. Support provided to management in change management processes, including through targeted communication. Developments across the human resources field monitored and integrated into policy, advisory and project work. Reports prepared and human resources projects supported and as required, led.

Employee relations, conflict resolution and conciliation procedures: Advice and counselling provided to staff and managers on rights, responsibilities, code of conduct and issues related to work and entitlements. Informal and formal dispute resolution, conduct and disciplinary matters monitored and acted upon in accordance with established policies and procedures. Conflict, grievance and related cases mediated as required. Research conducted in support of policy papers, position papers and briefing notes on employee relations and related HR

¹ This job profile is classified at IP4

issues.

HR Operations, Performance Management and classification policies: Assigned staff are effectively guided and supervised, ensuring consistent HR advice and service delivery to managers and staff at headquarters and in field locations across a broad range of HR matters. Direction and guidance are provided in relation to implementation of the performance management system and compliance monitoring. Advice is also provided to managers on workforce planning and performance management. Staff and managers are counselled in cases of underperformance, including through the facilitation of performance improvement plans and other remedial measures, as required. Guidance is provided on the application of classification policies and procedures, and implementation of classification results is supported.

Leadership, HR projects, data and institutional accountability: The work of assigned HR staff planned, organised, managed and supervised, ensuring quality delivery and effective use of resources. HR projects implemented, including cross cutting initiatives. HR data collected and analysed to identify trends and patterns, with insights presented through graphs, charts, tables and reports using data visualisation methods to support data driven planning, decision making, presentation and reporting, including to oversight bodies. Contributions made to the development of communication materials and plans through intranet content, broadcasts, articles and presentations on HR related topics. Participation undertaken in working groups and institutional processes relating to human resources management, as required.

Required Expertise

- In depth knowledge of human resources policies, practices and procedures and the ability to apply them in an organisational setting.
- Expert knowledge of performance management systems and their application in complex organisational contexts.
- Experience in addressing grievances and complaints, managing formal dispute resolution processes and handling cases involving possible unsatisfactory conduct and misconduct that may lead to disciplinary action.
- Ability to analyse complex and sensitive human resources matters and formulate sound responses, recommendations and solutions.
- Strong analytical skills, including the ability to analyse and interpret HR data and provide evidence-based recommendations to management.
- Good managerial skills, including the ability to plan, coordinate and supervise the work of staff.
- Ability to plan and deliver HR services and projects in an intergovernmental organisational context

Qualifications, Experience and Language Skills

- Master's degree (or equivalent in in human resources, law, business administration, finance, social sciences, or a related field. A first-level university degree (bachelor's degree or equivalent) with two additional years of relevant work experience may be accepted in lieu of the master's degree.
- A minimum of eight years of progressively responsible professional experience in human resources management or a related area, of which at least three years are within an intergovernmental organisation.
- Proficiency in English is required; proficiency in additional languages is an asset.
- Strong ICT skills and experience using Enterprise Resource Planning (ERP) system.