

In an effort to promote organizational excellence, UNOPS seeks highly qualified individuals for the following position:

### **Vacancy Details**

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**Vacancy code:** VA/2019/B5109/17223  
**Post Title:** Human Resources Intern  
**Post Level:** Intern  
**Org Unit:** ECR, RSOC, Serbia  
**Duty Station (DS):** Belgrade, Serbia  
**Duration:** Six months  
**Closing Date:** 5 February 2019

### **1. General Background**

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The United Nations Office for Project Services (UNOPS) mission is to help people build better lives and countries achieve sustainable development. UNOPS provides project management, procurement and infrastructure services to governments, donors and UN organisations. Its services can be advisory, implementation or transactional, with development of the national capacity always in focus.

UNOPS was the first organisation in the world that was awarded the four most prestigious accreditations in project management, including PRINCE2®, and one of five organisations in the world awarded the Gold Level from the Chartered Institute of Procurement and Supply. For its approach to project management and consistent quality UNOPS received ISO 9001 certification in 2011.

In Serbia, UNOPS has been active since 2000, became the Project Centre (RSPC) in 2013, and was reclassified, due a growing portfolio, to Operations Centre (RSOC) at the beginning of 2017. UNOPS has been a reliable partner of the Government of the Republic of Serbia in providing support for demanding socio-economic reforms and facilitating accession to the European Union.

Currently, the RSOC is implementing 11 projects focussed on: sustainable municipal development, creation of more favourable environment for employability, business and infrastructure growth, enhanced social inclusion via durable housing solutions and access to health, education and jobs for the most vulnerable population and building climate-resilient infrastructure. All projects have good governance and gender equality as transversal theme. UNOPS projects are contextualised within the broader Sustainable Development Goals framework and objectives.

### **2. Duties and Responsibilities**

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#### **Purpose and Scope of Assignment**

Under the direct supervision of the Head of Support Services (HoSS), the intern will be exposed to all UNOPS' HR processes and will be supporting the HR Team that is providing HR services and advice to the RSOC Personnel.

#### **Summary of Key Functions:**

- Recruitment
- Project support
- Knowledge building and knowledge sharing

1. Provides support to recruitment, focusing on achievement of the following results:

- Support to outreach efforts
- Assistance in longlisting and shortlisting
- Assistance with the administration of written assessments
- Administrative and logistical support to general recruitment processes
- Participation in interview panels and minutes taking

2. Ensures efficient HR support to the portfolio Team, focusing on:

- Administration of contracts within UNOPS' ERP system
- Coordination and monitoring of payments for retainers
- Supporting the human resource record keeping, including administration of personal files, staffing tables, learning and performance appraisal summaries
- Supporting the HR Team on a daily basis in facilitating HR policy advice to the RSOC personnel

3. Ensures facilitation of knowledge building and knowledge sharing and contribution to product/process efficiency, focusing on achievement of the following results:

- Support process efficiency initiatives
- Provide input to the development and maintenance of corporate systems and tools
- Other tasks as required by the HoSS and/or HR Team

#### **Training opportunities for the HR intern**

- The intern will be trained in Competency Based Interview Methodology (the methodology used in all UN agencies)
- The intern will also be trained in the use of UNOPS ERP system, with special access to the HR module
- The intern will gain an understanding of the different contract modalities within UNOPS
- The intern will also be exposed to different hiring processes and to all the different policies and regulations related to the HR function in UNOPS
- The intern will have access to a large offering of online training on the comprehensive UNOPS Learning platform.

### **3. Required Selection Criteria**

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#### **a. Education**

- A first level University Degree in HR, Management, Psychology, Business administration or related area would be ideal.
- Applicants should be enrolled in a university programme such as Bachelor, Masters or Ph.D. (or the equivalent) or have graduated from such studies within three (3) years prior to the applications date of the internship.

#### **b. Work Experience**

While no previous work experience is required for the internship, it will be considered an asset if the applicant has:

- Some work experience in HR
- Excellent English writing skills
- Experience in the usage of computers and office software packages and experience in handling of web-based systems (Applicant Tracking Systems, Performance review systems, etc.)

#### **c. Language Requirements**

- Fluency in Serbian and English is required

#### **d. Core Competencies**



Develops and implements sustainable business strategies, thinks long term and externally in order to positively shape the organization. Anticipates and perceives the impact and implications of future decisions and activities on other parts of the organization. **(for levels IICA-2, IICA-3, LICA Specialist- 10, LICA Specialist-11, NOC, NOD, P3, P4 and above)**



Treats all individuals with respect; responds sensitively to differences and encourages others to do the same. Upholds organizational and ethical norms. Maintains high standards of trustworthiness. Role model for diversity and inclusion.



Acts as a positive role model contributing to the team spirit. Collaborates and supports the development of others. **For people managers only:** Acts as positive leadership role model, motivates, directs and inspires others to succeed, utilizing appropriate leadership styles.



Demonstrates understanding of the impact of own role on all partners and always puts the end beneficiary first. Builds and maintains strong external relationships and is a competent partner for others (if relevant to the role).



Efficiently establishes an appropriate course of action for self and/or others to accomplish a goal. Actions lead to total task accomplishment through concern for quality in all areas. Sees opportunities and takes the initiative to act on them. Understands that responsible use of resources maximizes our impact on our beneficiaries.



Open to change and flexible in a fast paced environment. Effectively adapts own approach to suit changing circumstances or requirements. Reflects on experiences and modifies own behavior. Performance is consistent, even under pressure. Always pursues continuous improvements.



Evaluates data and courses of action to reach logical, pragmatic decisions. Takes an unbiased, rational approach with calculated risks. Applies innovation and creativity to problem-solving.



Expresses ideas or facts in a clear, concise and open manner. Communication indicates a consideration for the feelings and needs of others. Actively listens and proactively shares knowledge. Handles conflict effectively, by overcoming differences of opinion and finding common ground.

### Submission of Applications

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Qualified candidates may submit their application to UNOPS via UNOPS Jobs at following link:

<https://jobs.unops.org/Pages/ViewVacancy/VADetails.aspx?id=17223>

**Make sure you attach a Cover Letter with your application otherwise it won't be considered.** In the cover letter, please explain in one page, why would you like to do an internship in HR and what can you bring to UNOPS.

Kindly note that this is a local position open to nationals of Serbia and to individuals who have a valid residence/work permit.

### **Additional Considerations**

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- Please note that the closing date is midnight Copenhagen time
- Applications received after the closing date will not be considered.
- Only those candidates that are short-listed for interviews will be notified.
- Qualified female candidates are strongly encouraged to apply.
- Work life harmonization - UNOPS values its people and recognizes the importance of balancing professional and personal demands. We have a progressive policy on work-life harmonization and offer several flexible working options. This policy applies to UNOPS personnel on all contract types
- For staff positions only, UNOPS reserves the right to appoint a candidate at a lower level than the advertised level of the post
- The incumbent is responsible to abide by security policies, administrative instructions, plans and procedures of the UN Security Management System and that of UNOPS.

It is the policy of UNOPS to conduct background checks on all potential recruits/interns. Recruitment/internship in UNOPS is contingent on the results of such checks.

For more information on UNOPS, please visit the UNOPS website at [www.unops.org](http://www.unops.org)