



Vacancy Notice INT04027

INTERPOL is the world's largest international police organization, with 195 Member Countries. Created in 1923, it facilitates cross-border police co-operation, and supports and assists all organizations, authorities, and services whose mission is to prevent or combat international crime. INTERPOL is now looking for a qualified candidate as the Head of HR Operations within the Human Resources Management Directorate.

INTERPOL embraces diversity and is committed to achieving diversity and inclusion within its workforce. Qualified applicants from under-represented member countries and women are strongly encouraged to apply.

Job Title:	Head of HR Operations
Directorate:	Human Resources Management Directorate
Location:	Lyon, France
Duration:	Three (3) years*, Fixed-Term Contract
Grade:	3
Number of post:	1
Level of Security screening:	Basic
Deadline for application:	6 May 2023

* Subsequent extension to this post will be subject to the terms of the Organization's Staff Manual, to satisfactory performance and to availability of funds.

Tests/interviews in connection to this selection procedure will likely take place approximately four (4) weeks after the deadline for applications. Applicants are kindly requested to plan their availability during this period accordingly, in case they are short-listed.

Selected candidates will be expected to report for duty approximately two to three months after receiving an offer of employment at the latest.

This selection exercise may be used to generate a reserve list of suitable candidates that may be contacted to address Organization's potential staffing needs in the future.

INTERPOL is an equal opportunity employer and welcomes the applications of all qualified candidates who are nationals of INTERPOL Member Countries, irrespective of their racial or ethnic origin, opinions or beliefs, gender, sexual orientation and disabilities.

INTERPOL places no restrictions on the eligibility of candidates, without distinction as to race or ethnic origin, religion, opinions, gender, sexual orientation or disabilities. However, the national policy and laws in force in INTERPOL host countries may mean that staff members' spouses or partners, while legally recognized by the Organization, are not given the same recognition when they reside in certain duty stations. When this is the case, the Organization will inform the candidates accordingly to ensure that they are aware of the situation and allow them to make an informed decision. Candidates are also encouraged to familiarize themselves with specific laws and policies that may impact their personal and family situation in the duty station to which they apply.

INTRODUCTION OF POST

The Human Resources Management (HRM) Directorate is part of the Executive Directorate Resource Management (EDRM) and covers all HR functions. Under the supervision of the Assistant Director, the incumbent manages the HR Operations Department ensuring the efficient ongoing administration of the full range of employee cycle services which include three key functional areas: recruitment, onboarding and contract administration.

PRIMARY DUTIES

DUTY 1: Team Management

- Provide strategic advice to the Assistant Director, on human resources matters in the core areas – recruitment, appointment, transfers, etc. With the support of contract and recruitment officers, plan, organize and evaluate the work of HR Operations Unit ensuring an efficient task distribution, promoting a solid customer service culture, building team capacity and creating a highly motivated and collaborative work environment to ensure that quality client-oriented service is delivered.
- Effectively manage change ensuring that the teams are always ready for changes and keeping them informed of any new issues.

DUTY 2: Efficiency and Quality Management

- Lead the development of Service Level Agreements (SLAs) and related Key Performance Indicators (KPIs) in conjunction with key stakeholders and with the support of contract and recruitment officers.
- In coordination with contract and recruitment officers, work with the People analytics & HR solutions, IT and other stakeholders to ensure that technology is used to deliver the services in a way that is fit for purpose.
- Keep abreast of best practices and seek continuous process improvement driving for standardization, efficiency and excellence in the service delivery.
- Work with the People analytics & HR solutions to develop and implement data quality control processes to ensure the accuracy of data entries in SAP.

DUTY 3: Functional responsibilities

- Plan and implement recruitment strategies developed by the talent management unit to ensure the timely and efficient filling of current and upcoming vacancies, with the support of recruitment officers and in coordination with the HR Business Partners.
- With the contract officers' first level review and update, ensure the contents of Individual Decisions (IDs) are accurate and consistent to handle situations.
- In coordination with the HR Business Partners, evaluate and recommend actions for complex issues and/or exceptions to rules relating to the three functional areas.
- Participate in the selection interview as needed.
- Provide expertise and inputs to the revision and/or development of policies related to recruitment, appointments, entitlements, contract extensions, reassignments and separations.

DUTY 4: Perform any other duties as required by the Supervisor.

REQUIREMENTS

All candidates will be assessed on the under mentioned requirements

Please only include professional experience for which you can provide official proof of employment (i.e. pay-slip indicating your functional title, work certificates, etc.). You could be asked to provide copies of such documents prior to interviews/tests. Any discrepancies found between the information stated in any of your application documents and the evidence of employment provided, will be considered misrepresentation and may lead to your disqualification from this selection procedure. This is especially important for your current and previous functional titles (they need to be exactly the same as the one in your contractual agreement), exact dates of employment, description of responsibilities and achievements, reason(s) for leaving and part-time work.

Training/Education required

- At least five years' University education in a relevant area (Human Resources, Public or Business Administration).

Experience required

- At least eight years of professional experience in the area of Human Resources management with exposure to HR service center environment and extensive experience in managing a diverse team.
- Functional hands-on expertise and knowledge of interpretation and implementation of HR policies, rules, regulations including staff benefits, entitlements, compensation and contractual modalities.
- Experience in an International Organization would be an additional asset.

Languages

- Professional fluency in English, both orally and in writing.
- Knowledge of any other of the Organization's official languages (French, Spanish or Arabic) will be considered an additional asset.

Abilities required

- Experience in working with computers including proficiency with the MS Office (or similar) suite.
- Knowledge and experience of an ERP system (preferably SAP).
- Be conscientious and efficient in meeting commitments, observing deadlines and achieving results.
- Very good communication skills, including the ability to explain complex issues to persons of different backgrounds, cultures and perspectives.
- Excellent interpersonal skills, demonstrated ability to work in a multicultural environment.
- Skillful in identifying and responding to clients' needs and establishing and maintaining effective relationships with internal and external stakeholders.
- Initiative and curiosity.
- Team spirit.
- Ability to work under pressure.
- Diplomacy, discretion and tact.

WORKING CONDITIONS

- Remuneration for appointment on contract: Salary scales of all duty stations of INTERPOL can be found at <https://www.interpol.int/What-you-can-do/Careers/Vacancies>. The starting point is step 1 and one additional step will be granted for every 3 years of fully relevant experience. The salary scales of INTERPOL's officials are adjusted at least once per year (more under exceptional circumstances) on the basis of the methodology used for the calculation of the Purchase Power Parity (PPP).
- The successful candidate may be offered appointment on a higher step depending upon professional background and experience. For more information regarding conditions of service see Employment conditions for contracted officials available on the Organization's career website (<https://www.interpol.int/What-you-can-do/Careers>).
- The incumbent may occasionally be required to work occasional overtime based upon workload and to go on missions.
- Within the limits of the applicable regulations in the duty station, INTERPOL supports selected candidates' visa applications and/or special residence permits.

In compliance with INTERPOL's Confidentiality regime the successful candidate will have to undergo a security screening according to the clearance level attached to the function.

- INTERPOL has four official languages: English, French, Spanish and Arabic.
- INTERPOL retains the right not to make any appointment to this vacancy, to make an appointment at a lower or upper grade, to make an appointment with a modified job description or for a shorter or longer duration than indicated above.
- INTERPOL would like to inform candidates that their application may be considered for other similar positions.
- INTERPOL operates a non-smoking policy.