

Job Title: HR Officer (F5)

Department / Division: HR

Grade: GE/GF

Appointment Type: See Job Description Below

Language Preferences: English [Essential]

Location: Washington, DC or other WBG locations

Appointment: Depending on locations

**Background / General description:**

WBG Human Resources Department (HRD) is focused on delivering high value HR services to drive organizational performance and help make the WBG the employer of choice in the area of development. The WBG HRD has four core roles designed to provide leading-edge services to a globally dispersed workforce, while reinforcing line managers' responsibility for people management:

- Global HR Client Teams (HRDCS), to lead the design of workforce strategies and plans, drive the diversity and inclusion agenda, and support the implementation of HR processes and policies within their client organizations
- Global HR Centers of Expertise (CoEs), to design and support the implementation of improved HR processes, practices, programs and tools, inculcating the Bank Group's diversity and inclusion agenda within their scope of expertise for use across their client organizations. CoEs work with Global Business Partners and client organizations to deliver products which meet the business needs of their client organizations
- Global HR Shared Services, to produce measurable results by providing technology and service solutions that create capacity, build strategic capability, enhance staff experience, drive operational excellence and enable value creation for the World Bank Group. HR Shared Services is responsible for strategic development and management of HR Operations, HR technology and Global Mobility services for the World Bank Group.
- Corporate HR connects these three roles through strategy, governance and resource management, ensuring alignment

**Duties and Accountabilities:**

- Produces innovative and customized staffing reports consolidating information and identifies strategic insights about trends, opportunities and issues;
- Carries out studies of how HR initiatives are implemented by the different Vice Presidencies and shares findings (examples include talent review, performance management, and

strategic staffing review). Prepares formal reports, briefs, or presentations to the team and/or for guidance to clients;

- Conducts general research and develops a strong understanding of the rationale underlying HR policies to guide clients in the interpretation of such policies and procedures;
- In collaboration with the relevant HR BP, provides day-to-day client services including guidance on issues related to policy interpretation, career development, compensation, benefits, etc.;
- Oversight of clients' technical and product training, and orientation for new staff, and contribute to high quality performance management and other learning and development related projects
- Using developed templates and tools to manage HR processes, support client teams with the delivery and implementation of key HR products, processes and services such as performance management, talent management, on boarding, workforce planning, position management, etc.
- Assists in staff recruitment, including job definition, interview process, selection/appointment of candidates, reassignment, etc.
- Works across the teams to assist in the development of best practice reports, presentations, metrics that create consistent approaches and practices in these areas;
- Supports HR Department's initiative to improve data accuracy in systems;
- Contributes to the implementation of the HR corporate agenda.

#### **Selection Criteria:**

- Master's degree in Business Administration, Human Resources, Finance, Business, or a similar field
- 2 years of relevant experience for GE level HR Analyst, 5 years of relevant experience for GF level HR Specialist.
- Solid knowledge of core HR areas: compensation/benefits, strategic staffing, performance management, career development, staffing and recruitment, and case management.
- Strong analytical skills; demonstrated ability to conduct research and analysis; able to articulate issues and recommend solutions to aid management in decision-making.
- Ability to support Senior Staff and Managers effectively.
- Proficiency in all HR Systems and Microsoft Windows applications, namely Excel, Word and Power Point, including advanced spreadsheet design, lookup tables, manipulation, and analysis skills.
- Able to "roll up sleeves"; has the flexibility to engage in all aspects of HR work, from identification of issues to implementation of solutions.
- Strong oral and written communications and presentation skills, ability to translate complex data for a variety of audiences, and experience with preparing client-ready materials.
- Strong quality control orientation; attention to detail.
- Demonstrated ability to work in a fast paced and dynamic work environment.
- Ability to build strong working relationships with counterparts across HRD and the World Bank Group.

## **Competencies**

- Professional Curiosity: Systematically acquires HR skills and knowledge; continually enhances skills and knowledge to stay fresh and relevant.
- Integrating Information: Gathers information from broad range of sources and thinks systemically; embraces complexity and interconnections
- Judgment: Bases conclusions on facts and data; weighs decision alternatives considering impact on clients and WBG.
- Credibility: Acts with integrity, impartiality and independence, balancing client & broader WBG factors; follows through on commitments in a timely manner; maintains professional autonomy.
- Trusted Communicator: Listens carefully and with compassion, promoting constructive dialogue; maintains appropriate confidentiality; presents accurate and appropriate information; asserts convictions with courage and diplomacy.
- Commitment to Mission and Values: Integrates mission and core values, including diversity and inclusion, into business practices; advocates for these with clients and others.
- Consultation: Engages with and provides guidance to stakeholders; understands client's and other business challenges; creates and promotes actionable recommendations.
- Flexibility: Adapts work behavior in response to change, new information or obstacles; deals effectively with and leverages ambiguity.
- Influencing: Identifies influencing objectives, opportunities and strategies; uses communication skills in pursuit of objectives.