



WORLD BANK GROUP

Donor Funded Staffing Program

TOR No:	<u>2024-013</u>
Title:	Junior Professional Officer
Grade:	UC
Division/VPU:	People and Culture Client Services (PACCS/ PACVP)
Duty Location:	Washington, D.C
Appointment Type and Duration:	Two-year Term Appointment

BACKGROUND

In positioning the World Bank (WB) as an employer of choice and leader within the development community and to better respond to the diversified needs of the organization’s shareholders and staff, the People and Culture Vice presidency (PAC VPU) has transformed its delivery model into the following pillars:

- Client Services Department that incorporates an end-to-end staffing model and supports the implementation of Human Resource (HR) plans and processes. Under a federal model of delivery, the Bank (International Bank for Reconstruction and Development, International Development Association, and the Multilateral Investment Guarantee Agency) and the International Finance Corporation (IFC) will each be supported by a Client Services Department for their respective organizations.
- Employment Policy, Compensation and Systems Department that provides an integrated approach to managing employment policy and staff rules, driving compensation and benefit programs, and supporting service solutions, systems, and analytics.
- Performance, Career and Learning Department that brings together the entire talent management life cycle to maximize and leverage innovative solutions and strategies for increasing the WB’s organizational and individual performance and capabilities.

The PAC Client Service team is seeking to recruit analysts to provide high-level analytical support to the HR Manager/HR Business Partners and carry out periodic and project work aimed at improving the services of the team in the following HR related areas: career development, performance and talent management, compensation, benefits, global mobility framework, and other HR related issues in a prompt manner.

DUTIES AND RESPONSIBILITIES

- Develop a strong understanding of the rationale underlying HR policies to guide staff and management in the interpretation of such policies & procedures.
- Support the implementation of overall HR Programs and deliverables.

- In collaboration with HR Business Partner(s), implement the Career Development and Mobility Framework including staff rotations and recruitments.
- Use the existing HR information systems, conduct general research, analyse, and interpret data; provide information regarding staffing issues and prepare summary reports and presentations as needed to strengthen HR's support business objectives and global footprint. This includes not only data retrieval but also interpretation and write-up of analysis and recommendations on an independent basis with minimum supervision.
- Provide ad-hoc salary and competitive promotion analysis as needed and guide the clients on such.
- Work across the teams to assist in the development of best practice reports, presentations, metrics that create consistent approaches and practices in these areas.
- In consultation with relevant subject matter experts, troubleshoot and problem-solve process and data issues when they arise and develop quality assurance practices to catch and resolve issues.
- Design innovative and customized reports and templates based on assessed client needs to fill information gaps and enable strategic decision making.
- Use developed templates, tools, and systems 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, recruitment, onboarding, workforce planning, Diversity, and Inclusion etc.
- Prepare regular staffing analyses, formal reports, briefs, or presentations to the team and/or for guidance to clients.

Note:

The selected candidate will not be assigned to programs involving their own government such as donor coordination and trust fund management.

SELECTION CRITERIA

- Educational Degree: At least a master's degree in human resources, data sciences, organizational development, psychology, and other social sciences.
- Relevant Experience: JPO - at least three years of experience in Human Resources, Data science or other social sciences.
- Strong analytical skills: demonstrated ability to conduct research and analysis; able to articulate issues and recommend solutions to aid management in decision-making.
- Sound experience with data science: ability to undertake preprocessing of structured and unstructured data to discover trends and patterns and present information using data visualization techniques.
- Proficiency in all HR Systems and Microsoft Windows applications, namely Excel, Word, and PowerPoint.
- Solid knowledge of core HR areas: compensation/benefits; strategic staffing, learning, and training; performance management, career development, staffing and recruitment, and case management.
- 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 English communication and presentation skills, ability to translate complex data for a variety of audiences in client-ready format.
- Demonstrated ability to work in a fast paced and dynamic work environment.
- Additional desirable language skill: Arabic, Chinese, French, Portuguese, Russian, Spanish.
- Enthusiasm for, and commitment to development work.