

Posting Title : HUMAN RESOURCES ASSISTANT, G5
Job Code Title : HUMAN RESOURCES ASSISTANT
Department/ Office : Regional Service Centre at Entebbe
Location : ENTEBBE
Posting Period : 12 June 2026-26 June 2026
Job Opening number : 26-HRE-RSCE-279167-J-ENTEBBE (R)
Staffing Exercise : N/A

United Nations Core Values: Integrity, Professionalism, Respect for Diversity

Org. Setting and Reporting

The Department of Operational Support (DOS) was established to provide end-to-end operational support, advisory services and other solutions to operating entities across the Secretariat, including departments, offices away from headquarters, peace operations, and regional commissions.

The Regional Service Centre in Entebbe, Uganda (RSCE), was established in July 2010, following the adoption of General Assembly resolution 64/269. The Centre provides efficient, client-oriented and scalable services with the goal of moving transactional, non-location dependent administrative functions to the Centre from its client entities. This includes transactional elements of human resources, finance, multimodal movement and control, personnel and cargo transport and information and communications technology (ICT) support. In addition to these services, the Office of the Director RSCE and support offices through the Deputy Director RSCE provides overall guidance on the operations of the RSCE including strategic planning, communication, budgeting, human resources management, property management, quality assurance and business intelligence, conference services, record keeping and archive management, and audit response and risk management.

For more information, please visit <https://rsce.unmissions.org>.

These positions are located in various service lines at the Regional Service Centre in Entebbe under the Department of Operational Support. . The Human Resources Assistant at this level reports to the Service Line Manager and Team Lead.

The incumbents at this level must complete a specialized Umoja HR Partner training course and certification for designation as UMOJA HR Partner.

Responsibilities

On behalf of the service line, the Human Resources Assistant supports the RSCE with the determination and implementation of benefits and entitlements of international staff of the client missions and international and national staff of the RSCE, covering life and career events from preappointment to separation while ensuring transparency, accuracy and full compliance with staff rules and regulations.

The Human Resources Assistant will perform the following duties:

Administration of Entitlements

- Assist in the preparation of staff members' entitlements including claims, danger pay, daily subsistence allowance, mission subsistence allowance for Government provided Personnel and Individual Uniformed Personnel, volunteer living allowance and any other allowances for payments in conformity and adherence to applicable United Nations policies e.g. staff rules, financial regulations and rules, ST/AI issuances or practices, IPSAS policy framework etc.
- Process the entitlements, benefits and payroll for the international and national civilian staff and nonstaff on behalf of the Client Missions and/ or the RSCE, as well as claims for official travel and expense reimbursements.
- Assist in managing the service line as appropriate in the business processes related to payroll, leave entitlements, contract extensions, other entitlements, separations and final payments for civilian staff, non-staff and uniformed personnel.
- Assist in the processes related to the on-boarding, travel arrangements, payments of settling in grants, check-in, check-out and separation activities for civilian staff, uniformed personnel and non-staff, as well as the installation and repatriation of recognized dependents.
- Monitor and evaluate the effectiveness of related guidelines, staff rules, HR rules and regulations, practices and procedures, and make recommendations through the Chief of Unit where necessary.
- Process and administer end to end entitlements and benefits of International staff members in the RSCE in an efficient and timely manner, i.e. Personnel Administration of Contracts, Personnel administration of movements, Time Management and Separations.
- Advise internal and external clients on Benefits and Entitlements, Staff Rules and Regulations and HR guidelines and promote a collaborative and client-oriented approach.
- Review and process requests for entitlements and claims.
- Assist the service line with the administration and certification on the processing of benefits and entitlements processes in compliance with the Rules and Financial framework.
- Determine, certify and process financial entitlements related to appointments, reassignments, ongoing entitlements and salaries.
- Ensure accurate and complete submission of claims and entitlements in compliance with policy and guidelines.
- Review and recommend revision to Human Resources (HR) policy guidelines relating to Benefits and entitlements as deemed necessary.
- Perform HR administration of Benefits and Entitlements in Umoja in line with the delegation of authority, maintain UMOJA entitlements and HR local contracts and administration roles.
- Assist in the review and processing of data pertaining to conditions of service.
- Resolve queries escalated in iNeed in UMOJA.

General

- Provide general office support services, draft and/ or process a variety of correspondence and other communications.
- Set up and maintain reference files/ records (electronic and paper).
- Schedule appointments/ meetings, monitors deadlines, etc.
- Undertake research on a range of HR related issues and assists in the preparation of notes/reports.
- Maintain automated database containing HR related statistics and prepares periodic reports.
- Perform a variety of administrative duties (e.g. leave recording, request for office supplies and equipment etc.
- May provide guidance/ training to less experienced staff.
- Perform other duties as and when required by the Supervisor.

Competencies

Professionalism – Provide direct operational support to the RSCE and its Client Missions by processing HR related entitlements and benefits activities, and to all personnel transactions and contract administration transactions. Knowledge of Human resources policies, practices and procedures and ability to apply them in an organizational setting. Solid knowledge of Systems Applications and Products (SAP) and Umoja. Ability to identify issues, formulate opinions, draw conclusions and recommendations. Shows pride in work and in achievements; demonstrates professional competence and mastery of subject matter; is conscientious and efficient in meeting commitments, observing deadlines and achieving results; is motivated by professional rather than personal concerns; shows persistence when faced with difficult problems or challenges; remains calm in stressful situations. Takes responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work.

Planning & Organizing - Develops clear goals that are consistent with agreed strategies; Identifies priority activities and assignments; adjusts priorities as required; Allocates appropriate amount of time and resources for completing work; Foresees risks and allows for contingencies when planning; Monitors and adjusts plans and actions as necessary; Uses time efficiently.

Client Orientation - Considers all those to whom services are provided to be "clients" and seeks to see things from clients' point of view; Establishes and maintains productive partnerships with clients by gaining their trust and respect; Identifies clients' needs and matches them to appropriate solutions; Monitors ongoing developments inside and outside the clients' environment to keep informed and anticipate problems; Keeps clients informed of progress or setbacks in projects; Meets timeline for delivery of products or services to client.

Education

High school diploma or equivalent is required.

Job Specific Qualifications

Completion of a specialized Umoja HR Partners training course and certification for designation as UMOJA HR Partner, or similar training and certification is desirable.

Work Experience

A minimum of five (5) years of progressively responsible experience in Human Resources management, administrative services or related area is required. The minimum years of relevant experience is reduced to three (3) for candidates who possess a first level degree or higher.

Experience in the administration of a broad range of staff entitlements and benefits using Human Resources Systems Applications and Products (such as SAP or PeopleSoft, or similar system) or Enterprise Resource Planning (ERP) software is desirable.

Experience in application of United Nations or similar international organization Staff Rules and Regulations in a multi-country operational environment is desirable.

Experience in a shared service center providing support to multiple countries or a similar setup is desirable.

Languages

English and French are the working languages of the United Nations Secretariat. For this job opening, English is required. The table below shows the minimum required level for each skill in these languages, according to the UN Language Framework (please consult <https://languages.un.org> for details).

Required Languages

Language	Reading	Writing	Listening	Speaking
English	UN Level III	UN Level III	UN Level III	UN Level III

Assessment

Evaluation of qualified candidates may include an assessment exercise which may be followed by competency-based interview.

Special Notice

- This position is temporarily available for 364 days. If the selected candidate is a staff member from the United Nations Secretariat, the selection will be administered as a temporary assignment. The selected candidates are expected to start as soon as possible.
- These positions are subject to local recruitment pursuant to staff rule 4.4 of the United Nations Staff Rules. All staff in the General Service and related categories shall be recruited in the country or within commuting distance of each office, irrespective of their nationality and of the length of time they may have been in the country. A staff member subject to local recruitment shall not be eligible for the allowances or benefits exclusively applicable to international recruitment.
- The United Nations Secretariat is committed to achieving 50/50 gender balance in its staff. Female candidates are strongly encouraged to apply for these positions.
- Staff Members are subject to the authority of the Secretary-General and to assignment by him or her. In this context, all Staff are expected to move periodically to new functions in their careers in accordance with established rules and procedures.

An impeccable record for integrity and professional ethical standards is essential.

United Nations Considerations

According to article 101, paragraph 3, of the Charter of the United Nations, the paramount consideration in the employment of the staff is the necessity of securing the highest standards of efficiency, competence, and integrity. Candidates will not be considered for employment with the United Nations if they have committed violations of international human rights law, violations of international humanitarian law, sexual exploitation, sexual abuse, or sexual harassment, or if there are reasonable grounds to believe that they have been involved in the commission of any of these acts. The term "sexual exploitation" means any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another. The term "sexual abuse" means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions. The term "sexual harassment" means any unwelcome conduct of a sexual nature that might reasonably be expected or be perceived to cause offence or humiliation, when such conduct interferes with work, is made a condition of employment or creates an intimidating, hostile or offensive work environment, and when the gravity of the conduct warrants the termination of the perpetrator's working relationship. Candidates who have committed crimes other than minor traffic offences may not be considered for employment.

Due regard will be paid to the importance of recruiting the staff on as wide a geographical basis as

possible. The United Nations places no restrictions on the eligibility of men and women to participate in any capacity and under conditions of equality in its principal and subsidiary organs. The United Nations Secretariat is a non-smoking environment.

Reasonable accommodation may be provided to applicants with disabilities upon request, to support their participation in the recruitment process.

By accepting a letter of appointment, staff members are subject to the authority of the Secretary-General, who may assign them to any of the activities or offices of the United Nations in accordance with staff regulation 1.2 (c). Further, staff members in the Professional and higher category up to and including the D-2 level and the Field Service category are normally required to move periodically to discharge functions in different duty stations under conditions established in ST/AI/2023/3 on Mobility, as may be amended or revised. This condition of service applies to all position specific job openings and does not apply to temporary positions.

Applicants are urged to carefully follow all instructions available in the online recruitment platform, inspira, and to refer to the Applicant Guide by clicking on "Manuals" in the "Help" tile of the inspira account-holder homepage.

The evaluation of applicants will be conducted on the basis of the information submitted in the application according to the evaluation criteria of the job opening and the applicable internal legislations of the United Nations including the Charter of the United Nations, resolutions of the General Assembly, the Staff Regulations and Rules, administrative issuances and guidelines. Applicants must provide complete and accurate information pertaining to their personal profile and qualifications according to the instructions provided in inspira to be considered for the current job opening. No amendment, addition, deletion, revision or modification shall be made to applications that have been submitted. Candidates under serious consideration for selection will be subject to reference checks to verify the information provided in the application.

All external candidates recruited in accordance with section 2.2 (a) of ST/AI/2025/3 for a fixed term appointment without limitation and all external candidates recruited in accordance with section 2.2. (c) of ST/AI/2025/3 for a fixed term appointment limited to the entity are subject to an initial probationary period of one year under a fixed-term appointment.

Job openings advertised on the Careers Portal will be removed at 11:59 p.m. (New York time) on the deadline date.

No Fee

THE UNITED NATIONS DOES NOT CHARGE A FEE AT ANY STAGE OF THE RECRUITMENT PROCESS (APPLICATION, INTERVIEW MEETING, PROCESSING, OR TRAINING). THE UNITED NATIONS DOES NOT CONCERN ITSELF WITH INFORMATION ON APPLICANTS' BANK ACCOUNTS.

