DIVISION OF ADMINISTRATION AND PERSONNEL

Human Resources Officer

1. INTRODUCTION
The World Customs Organization (WCO) is an independent intergovernmental body, established in 1952 as the Customs Co-operation Council (CCC), whose mission is to enhance the effectiveness and efficiency of Customs services across the globe. The WCO represents 183 Customs administrations that collectively process approximately 98% of world trade. As the global centre of Customs expertise, the WCO is the only international organization with competence in Customs matters and is now recognized as the voice of the global Customs community.

As a forum for dialogue and exchange of experiences between national Customs delegates, the WCO offers its Members a range of Conventions and other international instruments, as well as technical assistance and training services provided either directly by the Secretariat, or with its participation. The Secretariat also actively supports its Members in their endeavours to modernize and build capacity within their national Customs administrations.

2. OBJECTIVES
This post is located in the Division of Administration and Personnel and is an important, newly created position within the WCO Secretariat. The person occupying this post must be able to work alongside senior WCO Secretariat managers, staff members, and, when necessary, with external service providers. The Human Resources Officer reports directly to the Head of Administration and Personnel and will have the responsibility to manage the HR functioning of the Organization, in collaboration with other services within the WCO Secretariat, when required. The incumbent is responsible for:

- Working on the development and application of HR policies and end-to-end creation, implementation, governance and interpretation of HR policies;
- Developing and keeping updated the Organization competency mapping;
- Developing and implementing programmes related to on-boarding, career support, leadership and management, and staff engagement; and
- The overall day-to-day work related to HR management.

3. MAIN ACCOUNTABILITIES
Under the supervision of the Head of Administration and Personnel, the Human Resources Officer will focus on the following key activities:

i. Handling administrative tasks in relation with HR management, in coordination with other colleagues within the WCO Secretariat, and serving as a single point of contact for HR matters;

ii. Setting out and executing the Organization's HR Strategy through developing and maintaining updated HR policies;

iii. Developing information, training materials and products to increase understanding of HR programmes, services and policies, promoting capacity development across the Organization;

iv. Monitoring and updating, when necessary, the HR-related standard operating procedures in place at the WCO, as well as coming up with proposals to improve the business process of the Organization;

v. Coordinating with management to perform periodic needs assessments and keep post descriptions up-to-date with their objectives and tasks;

vi. Developing and keeping up-to-date an on-boarding package – with relevant trainings if deemed necessary – for newly recruited WCO staff members;

vii. Participating in organizational tasks related to the recruitment process of WCO staff members;

viii. Analysing HR requirements, information, data, statistics, trends, problems, and/or issues to support service delivery, new HR initiatives, and the preparation of plans, strategies, reports, policies and/or other products;

ix. Providing information and assistance to supervisors and WCO staff members in general and in respect of rights, responsibilities, work and entitlements, and resolving problems and/or reaching agreements on complex issues notably on complaints, grievances and conflict resolution, together with other relevant WCO Secretariat colleagues;

x. Assisting supervisors and WCO staff members with the preparation of performance evaluation reports, and providing further information and assistance in the follow-up of these evaluations, as needed;

xi. Keeping abreast of developments in various HR areas; and

xii. Any other related duties as may be assigned by the supervisor.

4. **EDUCATION**
• Bachelor degree in human resources management, law, business administration, organizational development, industrial psychology or a related field.

5. EXPERIENCE

• At least six (6) years’ of progressively responsible and practical experience in the field of HR;
• Relevant experience in international/multilateral organizations, preferably in intergovernmental organizations, would be a strong asset;
• Relevant experience in development and implementation of programmes related to on-boarding, career support, leadership and management, and staff engagement; and
• Relevant experience and expertise in HR policies and end-to-end creation, implementation, governance and interpretation of HR policies.

6. LANGUAGES

• Fluency in English and French; and
• Knowledge of any other language would be an asset.

7. COMPETENCIES

• Knowledge of HR policies, practices and procedures and ability to apply them in an organizational setting;
• Strong writing, analytical, facilitation, presentation and project management skills and experience;
• Demonstrated strong customer-focused skills and experience;
• Ability to identify issues, formulate opinions, make conclusions and recommendations;
• Strong interpersonal and networking skills as well as building effective relationships;
• Ability to work in autonomy;
• Excellent organizational skills;
• Ability to take initiatives;
• Should be fully versed in change management;
• Ability to develop knowledge sharing and to continuously improve; and
• Must be a good listener and communicator and able to express him/herself clearly.

8. CONDITIONS

• Three (3) years fixed-term appointment, renewable;
• Probationary period: 6 months;
• Full-time employment (37 hours and 40 minutes weekly) at the WCO Headquarters in Brussels, Belgium;
• 30 days of annual paid leave;
• Depending on level of experience, monthly base salary starting from 4 006,16 EUR, plus allowances based on eligibility (remuneration exempted from income tax in Belgium);
• Compulsory WCO health insurance deducted from the salary (around 65 EUR/month); and
• Appointment subject to the WCO Staff Manual.

9. APPLICATION AND RECRUITMENT PROCESS

The onus is on the applicant to demonstrate how he/she meets each of the essential qualifications and requirements. Applicants are encouraged to detail concrete achievements in their CVs and/or in their cover letters as well as include references.

Only short-listed candidates will be contacted for an assessment which may include a written test and/or an interview. All short-listed candidates may be requested to provide copies of their original diploma, certificates and proof of relevant experience. Pre-selected candidates may also be subject to reference checks to confirm the information provided in the application.

Interested candidates should submit their application for review no later than **16 July 2021**, including a CV and motivation letter in English or French by e-mail to:

WCOHRVacancy@wcoomd.org

The subject of the candidate’s application message must read as follows:

Application – LAST NAME / FIRST NAME of Candidate

The evaluation of applicants will be conducted on the basis of the information submitted in the application according to criteria of the position and the WCO applicable rules.

10. ADDITIONAL INFORMATION

The WCO values commitment to the principles of integrity, transparency and accountability as well as values diversity among its staff members. Applications from qualified women and men will receive equal treatment and due regard will be paid to the importance of recruiting nationals from WCO Members on as wide a geographical basis as possible. Please note that the WCO Headquarters is a non-smoking environment.

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