DIVISION OF ADMINISTRATION AND PERSONNEL

Head of Human Resources

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 186 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.

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. SHORT DESCRIPTION OF THE VACANT POSITION

WCO is looking for an experienced Head of Human Resources to join its Administration and Personnel Division.

The Administration and Personnel Division is composed of different services: Human Resources Service; Accounting Service; Central Services; ISTS (Information Systems and Telecommunication Service); Communication and Events; Publication Service; Language Service. The Division is responsible for the Secretariat’s staff of approximately 260 employees.

As Head of HR, you will lead a small team, currently consisting of 3 team members plus yourself. The successful candidate will be responsible for strategic planning for staffing of the Organization and managing all human resources tasks, from recruitment and onboarding/offboarding, to employment relations matters, interpretation and implementation.
of WCO Staff manuals, developing/updating HR policies and systems, staff development and wellbeing.

The incumbent reports to the Head of Administration and Personnel but is expected to exercise judgement and show initiative. The incumbent is also expected to participate actively in efforts to ensure efficient use of WCO’s budget and resources.

3. MAIN ACCOUNTABILITIES

Under the supervision of Head of Administration and Personnel, the Head of Human Resources will focus on the following key activities:

i) Management

- Leads and manages the HR Team, develops a comprehensive HR strategy and ensures efficient distribution of tasks and use of individual competencies among the team.
- Supervises objectives setting and performance rating of the team members.
- Identifies training requirements and design learning and goal development to enable all team members to grow in their roles and careers, through a mix of internal and external available resources.

ii) Onboarding

- Oversees orientation for new officials, including the formalities in relation to the Belgian Protocol.
- Builds-up, organizes and follows the holding of induction sessions for all staff members.

iii) Employment matters

- Provides guidance and assistance on all employment-related matters including salaries, allowances and benefits, tax exemptions, etc., for all staff categories.
- Assists Management and employees with the interpretation and application of the Staff regulations.
- Prepares upon request draft Staff Notices on personnel matters.
- Reviews and proposes developments to the Staff manuals and HR policies and ensures their correct interpretation, execution, and update.
- Supports managers in formal and informal conflict prevention and resolution.
- Ensures that the annual appraisals and objective setting processes are implemented in a standardized manner, and where appropriate, identify training strategies to support the agreed development of the staff.
- Manages the WCO HR tool.

iv) Medical service

- Manages the administration of sick, incapacity and invalidity leaves.
- Manages the WCO's medical and life insurance.
- Ensures that employees understand their medical benefit entitlement and provides guidance to that end.

v) Diplomatic privileges and immunities

- Coordinates work relating to privileges and immunities, liaising closely with all local Ministries (Social Security, Finance, Foreign Affairs, Interior and Transport) regarding duty and tax-free importations, transfer of household goods and personal effects, issuance of identity cards, integration of staff members while under contract and afterwards, VAT exemptions, etc.
- Manages removal services for WCO officials. Negotiates directly with the removal companies to secure the most advantageous terms. Verifies compliance with administrative rules.
- Acquires in-depth knowledge of the Protocol Guide from the Belgian Ministry of Foreign Affairs and relevant documents from the Ministry of Finance.

vi) Talent acquisition & retainment

- Implements an HR strategy to allow the WCO to pursue its objectives and deliver outcomes.
- Leads talent acquisition processes, ensuring high-quality recruitments and management of contract arrangements.
- Oversees recruitment activities within the Organization, including by identifying required skillsets (competency mapping), creating job openings, reviewing candidate applications, creating short lists, participating in interview panels, and making recommendations for selection.
- Leads employer branding efforts to enhance the Organization’s attractiveness.
- Promotes staff development and career development.
- Oversees, updates, and manages WCO’s salary scales and appropriate allowances for staff.
- Reviews job descriptions in close consultation with relevant managers.
- Implements job classification in line with other international organizations.
- Prepares job offers for successful candidates.

vii) Staff wellbeing

- Supports WCO’s values of inclusiveness, diversity and equitable treatment and opportunities for all, including by offering training and coaching to staff at all levels throughout the Organization.
- Maintains close contact with WCO’s Staff Committee.
- Advocates for staff welfare and well-being.
4. **EDUCATION**

- An advanced university degree in Human Resources Management, Business Administration, Accounting/Finance or other relevant disciplines, or
- Possession of extensive and relevant experience as well as extensive relevant training/certification.

5. **ESSENTIAL QUALIFICATIONS AND EXPERIENCE**

- A minimum of 8 years of progressively responsible experience in human resources management, administration or a related area is required;
- Practical experience in an international, multicultural, and multilingual environment.
- Professional experience in a similar position in an international organization.

6. **ADDITIONAL DESIRABLE QUALIFICATIONS**

- Excellent interpersonal and communication skills (speaking and writing clearly and effectively; listening to others, interpreting others’ messages correctly and responding appropriately; adapting language, tone, style and format to suit the audience);
- Ability to deal with a number of urgent tasks;
- Capacity for initiative and anticipation, creativity and flexibility in work, attraction for continuous training and the development of new skills;
- Able to work in a standalone capacity, but also in a team setting while building and fostering a harmonious working team environment;
- Knowledge of Microsoft Office;
- Ability to work in a multicultural environment, respecting the diversity of people;
- Confident to challenge established ways of working and develop new practices appropriate to the organization’s future challenges;
- Ability to present information or draft materials in a clear and concise manner;
- Ability to deliver training sessions;
- Knowledge of the organizational and administrative rules of international organizations;
- Experience in developing and implementing HR policies and procedures;
- Demonstrate tact, discretion and diplomacy when dealing with staff sensitive issues; and
- Knowledge of Belgian social legislation and insurance matters.

7. **LANGUAGES**

- Fluency in English and/or French.
- Knowledge of an additional WCO working language would be considered a strong asset.
8. CONDITIONS OF EMPLOYMENT

- Five-year fixed-term appointment (with possibility of renewal subject to satisfactory performance and budget availability);
- Probationary period of six (6) months;
- Full-time employment (37 hours and 40 minutes weekly) at the WCO Headquarters in Brussels, Belgium;
- Teleworking possible in the duty station up to two (2) days per week;
- Thirty (30) days of annual paid leave;
- Grade A2 position with monthly base salary starting at **EUR 6,201.50**, plus allowances based on eligibility (remuneration exempted from income tax in Belgium);
- Compulsory WCO health insurance deducted from the salary (around 73 EUR/month); and
- Compulsory contribution to the Terminal Allowance deducted from the salary (9% per month).

*This position is subject to the Staff Manual. If a candidate is related to current WCO staff members (spouse, father, mother, son, daughter, brother, or sister), he/she is required to expressly indicate this in the application.*

9. APPLICATION AND RECRUITMENT PROCESS

The onus is on the applicant to demonstrate how they meet 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 17 May 2024 (23:59, Brussels time), including a CV in English or French by e-mail to:

HRmanager.vacancy@wcoomd.org

*The subject of the candidate’s application message must read as follows: LAST NAME / FIRST NAME of candidate – Head of Human Resources*
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. The age limit for employment at the WCO is 65. Please note that the WCO Headquarters is a non-smoking environment.

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