

Paris, 17-Nov-1998

HUMAN RESOURCE MANAGEMENT

OLIS : 17-Nov-1998

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OFFICE CIRCULAR

STAFF SERVICE CENTRE MANAGER (GRADE A5), HUMAN RESOURCE MANAGEMENT

Closing date for applications: 17 December 1998

**The OECD is an equal opportunity employer
and encourages applications from female candidates**

Role

Under the general supervision of the Head of Human Resource Management, and with only strategic guidance, the role of the post-holder is to manage a Staff Service Centre to provide, in a cost-effective and efficient manner, a comprehensive range of human resource services to OECD staff or in connection with staff administration: personnel transactions, appointments (including inductions) and departures, pay and benefits administration, work/family issues; IT-based business processes.

Main Duties

1. Continue to develop and improve a service delivery strategy and, in the light of that strategy, prepare and implement an annual operational plan for the Staff Service Centre to ensure its efficient, cost-effective and responsive functioning and the delivery of high-quality and timely services to staff and the administration of staff-related functions, taking account of client needs and institutional priorities.
2. Develop and manage effective work flow arrangements within the Centre and between it and other parts of the HRM function in order to ensure that its various parts work as a coherent whole; examine ways to facilitate staff access to Centre services from their desk tops.

3. Manage a multinational team of Service Centre staff. Build teamwork with and provide specialist support as required to HRM staff working in Management support and institutional support areas.
4. Work with the Information and Technology Network Services to develop and implement a technology strategy to support the Service Centre and other parts of the HRM function.
5. Contribute to identify areas for policy development and/or new services and to the preparation of proposals thereon.
6. Develop and deliver an appropriate communications strategy to ensure existing and new staff are well informed about the Service Centre and what it can do for them.
7. Assist in developing and administering appropriate management systems including performance measures and service standards.

Principal Qualifications and Core Competences

1. Advanced university qualifications, preferably in the field of management or human resources, or equivalent educational background.
2. A minimum of 10 years of related work experience, preferably involving human resource programmes in a complex international environment.
3. Strong client orientation and ability to listen to and understand the needs of clients.
4. Proven leadership abilities as well as excellent skills in managing people and teams, promoting collaboration and co-operation in a multinational and multi-disciplinary context and motivating and contributing to the professional development of supervised staff.
5. Good grasp of the latest developments in human resources and skills in adapting and applying new concepts in appropriate, innovative ways in a multinational context so as to meet organisational needs and ensure continuous improvements.
6. Experience in the management and use of Peoplesoft applications would be a clear advantage.
7. Strong analytical and problem-solving skills. Extensive experience in the development and application of management policy. Experience in project planning, budgeting, delegating and ensuring effective quality control would be a distinct advantage as would experience in the design of processes to maximise productivity in the HR function.
8. Strong written and oral communication skills. Ability to communicate a clear sense of purpose and direction and to build consensus and commitment to it.
9. Ability to establish and maintain effective collaborative working relations with clients, peers and senior management in a multinational context.

10. Excellent knowledge of and speaking ability in both of the official languages of the Organisation (English and French) and ability to draft well in one of them.

N.B. The appointment may initially be made at the level immediately below if the qualifications and professional experience of the selected applicant correspond to that level; in this case, the duties and responsibilities assigned to the post will be adjusted accordingly.

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<http://www.oecd.org/hrm>

GENERAL INFORMATION ON VACANCIES AND APPLICATIONS

Who may apply: Posts in the Organisation are open to both male and female nationals of Member countries. External candidates must be less than 65 years old at the time of appointment.

Closing date: The date shown is that at which the selection procedures begin officially. Applications received later will be considered only on an exceptional basis.

Duration of appointment: A fixed-term appointment (usually for two or three years, with the possibility of renewal) will be offered.

Grade of appointment: Posts are normally filled at the grade indicated. Some posts, however, may be filled provisionally at the level immediately below if the qualifications and professional experience of the chosen candidate correspond to that level and if such a possibility has been indicated on the vacancy notice. In this case, the duties and responsibilities assigned will be adjusted accordingly.

Place of work: Unless otherwise stated, work will be carried out in Paris. However, for some posts, occasional travel may be required.

Duties: The duties mentioned are the main duties to be carried out at the time of appointment. They may be modified according to the work programme of the Service or with the introduction of new work methods and/or equipment.

Qualifications: The qualifications listed are those which are most important to the performance of the duties mentioned. Their sequence is not an indication of the relative importance attached to them.

Tests: For some posts, candidates may be required to take a written or oral examination. The result will be a factor in the selection.

Interviews: The best-qualified candidates will be called for interview. Candidates who are not native speakers of either of the two official languages will be assessed at interview in the official language of their choice -- unless the post in question requires an excellent or very good knowledge of both languages in which case all candidates will be required at interview to demonstrate competency in the two languages.

Final selection: The final selection will be made on the basis of the qualifications, experience and core competences mentioned in the Vacancy Notice and in comparison with those of the other candidates. Unsuccessful candidates will be notified not later than one month after the appointment procedure has been completed.

How to apply: Those who wish to apply for a post should send a detailed Curriculum Vitae (indicating the vacancy reference number) to Human Resource Management, accompanied by supporting documentation, such as titles of publications and/or copies of diplomas, as appropriate. Other than employment history and educational background your CV must include your nationality, sex and birthdate.

November 1997