

## **Advisor/Assistant Director (Senior Personnel Manager) ( 1601018)**

- This position requires Review Committee/Senior Review Committee Approval.
- This vacancy shall be filled by a 3-year Term appointment in accordance with the Fund's new employment rules taking effect on May 1, 2015.

### **Description**

The Advisor/Assistant Director (Senior Personnel Manager, SPM) will have lead responsibility for human resource (HR) management in the Institute for Capacity Development Department (ICD), in cooperation with the Human Resources Department (HRD), ICD Senior management, ICD division chiefs and other supervisors. The position is part of the model of shared HR services for the departments and offices that report to the Chief Administrative Officer. While the position is formally located in HRD, the SPM will be part of both the ICD and HRD Front Office management teams and be accountable to both departments; ICD is responsible for day-to-day supervision and guidance.

The SPM will oversee ICD's HR management activities including: recruitment; strategic workforce planning; internal work assignments; talent management and succession planning; diversity; training including leadership and management training; career counseling; performance management, including managing unsatisfactory performance; the Annual Talent Management Exercise; the 360 review for managers; recognition and promotion exercises; and conflict resolution processes. The SPM would advise ICD Senior Management on a broad range of HR policy issues and decisions.

The SPM is responsible for forward planning of the department's staffing needs, and plays a lead role in clarifying the department's internal HR procedures, work standards and processes, and communications. He/she is part of the HR Shared Services team and liaises closely with HRD and represents ICD in various working groups and task forces that address organizational and HR issues. The SPM would undertake other assignments proposed by ICD/HRD as needed. He/she will supervise the ICD HR team, and work closely with the ICD budget team.

### **Qualifications**

The successful candidate should have:

- Significant experience in HR management and HR-related matters, including the design and implementation of HR initiatives and working with high-level organizational committees.
- Proven interpersonal and leadership qualities and strong managerial abilities, including skills in strategic thinking, planning, and organization;
- A demonstrated interest in dealing with and resolving people issues and a strong track record in management/leadership development;
- Strong organizational skills; oral and written communication skills; and influencing and relationship building ability;
- Familiarity with the Fund's HR policies and practices, and with best practices in HR management and policy; and

## **Projects Officer (Results Based Management) - Institute for Capacity Development/SE Division ( 1601011)**

### **Description**

As part of the Fund's continued efforts for enhanced transparency and improved governance, the Fund is implementing a Results Based Management (RBM) reporting framework for its Capacity Development (CD) work. The goal of this initiative is to fully integrate project management and reporting with a view to providing a "one stop shop" for stakeholders to view

progress and outcomes of CD projects. The Fund has configured CA's Clarity Portfolio and Project Management software for this purpose into CD PORT (CD Projects, Outputs and Results Tracking.) The Projects Officer promotes the effective use of CD PORT and Results Based Management information through outreach and advocacy.

**Key responsibilities include:**

- Assisting in creating and maintaining client awareness of Results Based Management methodology, CD PORT functionality and improvements, reporting capabilities and training opportunities
- Documenting changes to business practices, including departmental work flows in order to assist with change management
- Providing communication support and consulting to all CD PORT stakeholders, including contributing to the drafting, editing, and publication of all CD PORT/RBM messages.
- Assisting with the transition to steady state monitoring of log frames including helping departments implement quality control measures
- Building a relationship with client partners and collaborating to identify: general user needs; role-based user needs, and cross-cutting unfulfilled CD PORT requirements. Specifically, this would entail
  - o Providing one on one support on CD PORT to departmental super users
  - o Monitoring the CD-PORT mailbox for issues/questions and respond appropriately
  - o Leading Learning Lunches
- Designing innovative solutions to engage and motivate clients to improve work practices by leveraging CD PORT functionality, including portfolio planning capabilities
- Providing a dedicated ICD point of contact for client partners to resolve issues with ITD through escalation, delegation, and/or mitigation; assisting with prioritizing evolving business needs and requests
- Updating learning materials including consolidating issues from Mailbox into FAQ's, Tips and Tricks, and web articles
- Liaising with ITD on enhancements and testing enhancements for compliance with client requirements and business rules

**This is one-year appointment which may be extended.**

**Qualifications**

An advanced university degree in related field (Monitoring and Evaluation) is preferred; a Bachelor's degree is essential. At least 4 years of relevant professional level experience , particularly working with Results Based Management systems or implementing Monitoring and Evaluation systems is required. Preference is given to those whose experience also includes developing capacity in government institutions . Other requirements include strong communication and relationship building skills; ability to collaborate with diverse groups of stakeholders; and problem solving skills. Experience with Clarity's Portfolio and Project Management software would be an asset.

**Human Resources Officer (TM) ( 1601039)**

- This vacancy shall be filled by a 3-year Term appointment in accordance with the Fund's new employment rules taking effect on May 1, 2015.

### **Description**

The Talent Management (TM) division's mission is to provide policies and programs aimed at improving individual and team performance and developing leadership capacity to adapt the organization to current and future needs. The division is organized along the following lines: (i) career and performance management, (ii) learning, (iii) succession management, and (iv) leadership development.

In the context of the emerging HR strategy, strengthening career development and modernizing performance management are emerging as important themes. We are seeking a dynamic, forward-thinking, experienced HR professional to develop and manage talent initiatives, promote sound and innovative talent management practices in the Fund. The selected candidate will be part of the Career and Performance Management team. S/he will work closely with a team of talent professionals, interact with the HR community on a daily basis, is expected to exercise judgment and autonomy and demonstrate influence and impact in dealing with Fund staff both at the individual and group level.

In addition to the duties and responsibilities described in the job standards, the role will include the following:

- Provide sound policy advice and quality services to internal clients. Analyze and respond to requests from managers and staff, providing appropriate guidance and solutions.
- Work closely with HR community, various TM teams and HRD divisions to ensure alignment and integration of various aspects of talent management.
- Lead or participate in the design, development, and delivery of new projects, or programs, including drafting related policy notes and guidelines.
- Lead projects to improve operation efficiency and effectiveness.
- Develop evaluation methods and HR analytics to track outcomes and recommend evidence-based changes.
- Analyze internal and external trends and prepare reports recommending changes based on best practices.
- Participate in intra- or interdepartmental task forces or working groups. Maintain effective communication via different channels.
- Assignments vary and may rotate over time.

More specifically, as a member of the Career and Performance Management Team, the HRO, under the direction of the Team Lead, will be responsible for the implementation of good performance practices in the Fund and contribute to shifting towards a more development-focused culture. Assigned programs and projects will cover some of the following areas:

- Stay abreast of latest thinking and best practices in career and performance management.
- Oversee and manage the performance management IT system including upgrades, migration, and integration with other processes.
- Prepare the launch and conclusion of the Annual Talent Management Exercise (ATME) in coordination HRD stakeholders, the HR Community and ITD.
- Communicate and support the objective-setting, mid-year review, and Direct Report Input processes.
- Provide oversight of the A-level promotion policy, mainly for the annual July 1 promotion exercise.
- Prepare data and analytics to support performance policy and programmatic decisions.

## Qualifications

Educational development, typically acquired by the completion of an advanced university degree in Human Resources or related field, supplemented by a minimum of four years of relevant, professional work experience, is required. Alternatively, a university degree and ten years of professional HR experience is required.

In addition, the following competencies are critical to the position:

- Demonstrated expertise and knowledge of human resource theories and practices in one or more areas of Talent Management.
- Exceptional client service orientation and ability to using sound judgment, tact, and discretion in dealing with confidential and sensitive situations.
- Proven ability to manage multiple responsibilities, grasp critical details, and manage work independently.
- Strong oral and written communication skills are required. Demonstrated ability to draft notes, memoranda, and formulate policy guidelines
- Excellent analytical skills with an ability to analyze trends and make compelling recommendations and presentations using data.
- Collaboration - Excellent ability to work effectively in a team environment (within team, division, department, engaging across HR Community).
- Strong knowledge of HR systems (e.g., PeopleSoft, TalentPlus, Taleo, SharePoint, etc.)

Be able to represent TM needs in HCM system selection and migration. Lead strategic discussions on user requirements and system implementation skills to extract required information and manipulate

data. Experience in designing and implementing projects, programs, and policies. Rigor, innovation and team spirit will be critical to the HRO's success.

The selected candidate must have proven capabilities in managing change and competing priorities. The ideal candidate will be a self-starter with a passion for talent development, a high level of flexibility, commitment, and the ability to tackle ambiguity and process improvement.

**A written test may be part of the selection process for this vacancy.**

## Projects Officer (Contractual) - Mediation Office (1601083)

### Description

Peers for a Respectful Workplace (PRW) is a network of volunteer peers in the IMF who serve as an informal and confidential source of assistance to staff facing difficult workplace issues. They are nominated by their colleagues in their departments and serve a two-year term. The PRW's primary role is to be a confidential, trusted and readily accessible resource that staff can turn to for help with workplace problems when they feel uncomfortable seeking help from routine channels, such as their supervisors or HR staff, or want information about where to seek assistance. **Their goal is to help staff help themselves by listening and providing guidance.** They do not become directly involved in resolving the issues

brought to them by colleagues. The PRWs can help staff access the services of any of the Fund's Dispute Resolution Services, if appropriate. The PRW network is overseen by the Mediation Office. As the Peers for a Respectful Workplace program is expanded Fund-wide, there is a need for a staff or contractual position to help the Mediation Office support the administration of this informal dispute resolution resource.

### **Overview:**

Under the direction and supervision of the Mediator, the Projects Officer oversees the PRW Program administration to ensure efficiency to optimize the institution's goal for a respectful workplace. This position will assess needs and plan and implement improvements for the Program to achieve its objectives. In addition, the Projects Officer performs research, analyzes, diagnoses and proposes solutions to less complex problems associated with conflict resolution and administration of the PRW Program. The Projects Officer prepares a variety of written products and communications, and contributes to reports.

### **Duties and accountabilities:**

#### **General Administration of the PRW Program:**

- Serve as the primary point of contact for the PRW Program
- Identify Program's needs and generate recommendations to address gaps
- Contribute to the periodic evaluations of the Program
- Forecast and monitor the PRW Program's budget to meet deliverables
- Forecast and negotiate training fund allocations
- Monitor PRWs' activity reports and analyze trends for reporting purposes
- Contribute to drafting the PRW annual report
- Maintain a database of PRW's activities, profile and training needs
- Attend and contribute to regular PWR meetings to monitor deliverables and discuss ongoing program issues
- Liaise with all dispute resolution services to ensure collaborative delivery of services

#### **PRW Nomination Process Management**

- Assess the PRW Program needs in each department and coordinate, monitor, and implement the nomination process; prepare associated correspondence
- Create and maintain strong partnerships with Human Resources staff in participating departments to ensure appropriate selection of PRWs

#### **Training and Learning**

- Coordinate and facilitate 3 or more trainings for PRWs yearly
- Contribute to the design, development, and update of training curriculum and materials
- Collaborate with subject matter experts to gather inputs to ensure accurate information is included in the training curriculum
- Identify and recommend specialized learning activities for PRWs
- Oversee logistics, including communication with participants, and working with event services

- Develop, coordinate and publish a regular newsletter with examples of difficult cases, tips, and any organizational/HR changes to provide ongoing support for PRWs

### **Support to PRWs**

- Assist PRWs with difficult cases and escalate as needed
- Identify learning opportunities for PRWs
- Meet regularly with PRWs and periodically assess needs
- Make referrals for PRWs to reach out to other dispute resolution offices
- Identify and circulate useful articles to develop PRWs' skills and knowledge

### **Communication and Outreach**

- Contribute to promotion of the PRW Program through intranet articles/presentations;
- Contribute to the development of learning events and presentations to a broad group of constituents across the Fund
- Develop innovative means of ensuring dissemination of information such as brochure, marketing items, and stickers
- Design, develop and maintain the PRW website content
- Disseminate a newsletter to a wider audience including dispute resolution staff and the Staff Association to increase awareness of the resources available to promote and maintain a respectful work environment
- Make presentations regarding the PRW Program to departments across the Fund as needed

### **Qualifications**

The position requires solid knowledge of the Fund's dispute resolution services and requires training in conflict resolution. The position demands a high level of tact and diplomatic skills, reliable work ethics and integrity, as well as the ability to handle confidential and sensitive matters with discretion. The job involves exposure across the Fund with management at all levels. Attention to details and strong organization and facilitation skills are essential. In addition, the following competencies are important for the position:

- Strategic Needs Assessment and Planning – Supports the design and implementation of assessment to identify and generate recommendations to address gaps in PRW Program
- Project and Resources Management - Understands and utilizes the basic concepts of project management, budget forecast and monitoring, as they relate to the implementation of the PRW Program
- Conflict Resolution Functional Excellence- Able to provide quality advice on broad conflict resolution services, practices and systems independently
- Lead and innovate- Develops innovative solutions that keep up with institutional changes and meet the unique needs of the Fund
- Design and development of Learning Activities – Demonstrates broad working or functional proficiency level in the design and development of learning activities Selects appropriate delivery format (s) and technologies for PRW learning activities

- Collaborate Within Teams and Across Departments- Collaborates across departments, gives own perspective and willingly receives diverse perspectives. Approaches conflicts as common problems to be solved
- Create, Apply and Share Knowledge- Applies knowledge across Fund to strengthen solutions for staff. Seeks to learn from more experienced staff to deepen or strengthen professional knowledge and helps others to learn
- Make Smart Decisions- Interprets a wide range of information and pushes to move forward. Based on risk analysis makes decisions in a timely manner within own area of responsibilities, considering the interests and concerns of stakeholders

#### **OTHER SELECTION CRITERIA:**

- A BA with at least 6 years of relevant professional experience in conflict resolution, human resources or a related field. Extensive experience and a Master's Degree in Business Administration, Conflict Resolution, Human Resources, Organization Development or related disciplines is preferred
- Strong conceptual, analytical, problem-solving and consulting skills
- Ability to conduct high-quality research and analysis, draw conclusions, formulate options/recommendations, and present results
- Highly skilled in Excel and/or statistical analysis tools; familiarity with and/or general database principles desirable
- Strong organizational skills, ability to organize large volumes of work, and set priorities under conflicting pressures
- Excellent interpersonal skills effectiveness and the ability to work in partnerships and in teams
- Excellent oral and written communication skills and the ability to build strong relationships with both clients and colleagues
- Broad knowledge of the Fund and its operations; understanding of the role of the dispute resolution offices in contributing to an effective and respectful organization.
- Exercise a high level of integrity and discretion in handling highly sensitive and strictly confidential information
- Ability to operate in a team-oriented, and balance client interests/needs with institutional guidelines and practices.
- Demonstrated strong Project Management and Process Improvement skills with emphasis on life-cycle planning and end-to-end delivery.
- Proven ability and flexibility to work simultaneously on a variety of tasks, meet deadlines, provide quality outputs, and attend to details while maintaining an overview of the Program's priorities.
- Strong drive for results, with an understanding or assessing the risks, benefits and possible adverse consequences of different options when solving issues.

### **Part-Time Attorney (Contractual) - Office of the Registrar, IMF Administrative Tribunal (Job Number: 1601077)**

#### **Description**

The IMF Administrative Tribunal ("IMFAT" or "Tribunal") is comprised of five external Judges. The Tribunal provides an independent judicial forum for the resolution of employment disputes arising between the IMF and its staff members, following exhaustion of internal channels of administrative

review. (More information about the IMFAT is found at <http://www.imf.org/tribunal>.) In accordance with its governing Statute, the Tribunal is supported by a Registry at its Washington, D.C. headquarters, whose personnel serve under the authority of the President of the Tribunal.

### **Responsibilities:**

Under the supervision of the Registrar & Senior Legal Advisor of the Tribunal, the Part-time Attorney will perform a range of professional functions. These may include:

Assisting with preparation of cases for disposition by the Tribunal, including: analysis of legal issues and precedents; research on the law of the international civil service; legal drafting.

Assisting with preparation of Tribunal publications and internal research tools. Digesting of Tribunal's jurisprudence and preparation of research indexes.

Cite-checking and proofreading of drafts before, during and after Tribunal sessions to a high degree of accuracy.

Additional duties as assigned by the Registrar.

### **Qualifications**

Law degree required.

Relevant work experience in international courts and tribunals, international law and/or employment law in a domestic jurisdiction. Knowledge of international civil service law is a plus. Experience working on legal publications is highly desirable.

Candidates shall not have worked previously as a staff member of the IMF, nor expect to work in the future for the IMF for an 8-year "cooling off" period.

Temperament consistent with maintaining the strict confidentiality of the Tribunal's case files and work activities, as required by the Statute of the Administrative Tribunal. [\[1\]](#)

Close attention to detail in analysis, research, language, citations and proofreading.

High proficiency in written and spoken English.

Proficiency in range of computer skills and use of information databases.

### **Working Hours and Term of Appointment**

This is a part-time (20 hours/week) contractual appointment, with working hours to be set in consultation with the Registrar. The term of appointment will be for two years.

As a part-time appointment of more than 90 days, this position will not qualify for a G-4 visa. The successful candidate will be required to work in Washington, D.C. and shall therefore be responsible for obtaining the necessary permissions to work in the United States.



---

[1] Article IX, Section 2 of the Tribunal's Statute provides:

The Managing Director shall designate personnel to serve as a Secretariat to the Tribunal. Such personnel, in the discharge of duties hereunder, shall be under the authority of the President [of the Administrative Tribunal]. They shall not, at any time, disclose confidential information received in the performance of their duties.

The IMF is committed to achieving a diverse staff, including gender, nationality, culture and educational background.

### **Advisor/Assistant Director - CSFAI (Job Number: 1601098)**

- This position requires Review Committee/Senior Review Committee Approval.
- This vacancy shall be filled by a 3-year Term appointment in accordance with the Fund's new employment rules taking effect on May 1, 2015.

#### **Description**

The services of the Corporate Services and Facilities Department (CSF) are wide-ranging and support the business needs of the International Monetary Fund (IMF), the well-being of its staff, together with the necessary infrastructure to maintain a safe and comfortable work environment both at headquarters and abroad.

To best serve our business partners, we leverage our specialized knowledge, best practices, and innovation to continually adapt and respond to changing business requirements and to integrate our activities seamlessly into the work programs of the IMF. These activities range from day-to-day transactions to large-scale undertakings in areas that include Facilities, Hospitality, Interpretation & Language Translations, Joint Bank-Fund Library, Multimedia, Procurement, Security, and Transportation.

CSF is looking for a strategic, client-focused, business development professional, with in-depth leadership experience, to join its Senior Staff team as an Advisor in the Front Office.

#### **Job Description**

As an integral part of the senior management team, the selected candidate will provide leadership for client engagement on service delivery. Drawing on her/his business development and delivery experience, the candidate will execute a strategy to embed CSF as a cohesive and trusted business partner that understands the clients it serves. In close collaboration with other CSF senior staff, s/he will assist in defining the department's strategic priorities, objectives, and work program while contributing to the efficient management of the department.

#### **Duties and Responsibilities**

The successful candidate would ensure that:

- The overall priorities, objectives, and work program of CSF are customized to align with and to support the mission of the IMF;

- CSF's negotiated service level agreements with vendors are developed and carried out in convergence with client expectations and that vendor management is well aligned with CSF's strategic priorities;
- Business development and service delivery is structured and aligned to ensure that CSF is seen by its clients as a trusted partner and service provider which understands and responds to their needs;
- CSF's outputs and performance indicators are established to measure its performance and service deliveries on an on-going basis;
- CSF-wide opportunities for advancement and improvement within CSF are identified and undertaken.

## Qualifications

The successful candidate will have a university degree with extensive, proven, and broad-based experience in client engagement, outreach and customer service preferably in areas of CSF operations, with a strong sense of judgment, corporate spirit, and a collaborative work style.

This position requires a broad knowledge of progressive management practices and the IMF's operations, which will provide an understanding of the types of issues that affect CSF's operations at a strategic and tactical level. Strong leadership, analytical, problem-solving, communication, negotiation, and managerial abilities, including organization, project management, and people management skills, are required. Extensive work experience in the planning, evaluation, development, and implementation of a large-scale range of projects, outreach and communications as well as advanced skills in outsourcing, quality control, and performance metrics are highly desirable.

The successful candidate should have demonstrated competence in the following areas:

- **Intellectual and strategic leadership**, taking into account a wide range of information and issues, understanding of work in different divisions in CSF, and contributing to the development of a common vision;
- **Planning and organizing**, through effective time and work management, considering contingencies and effective decision-making;
- **Building strong collaborative relations** with other departments, strong business development capabilities and management of stakeholder groups;
- **Strong advocacy to engage and influence** business partners, projecting credibility and confidence, gaining agreement and commitment from internal and external stakeholders;
- **Drive for results**, maintaining focus on objectives in the face of changing and difficult circumstances;
- **Initiating innovation and change**, challenging conventional approaches and taking initiative to produce new ideas or insights, to innovate and encourage creative thinking in others.

The IMF is committed to achieving a diverse staff, including gender, nationality, culture and educational background.