Terms of Reference

<table>
<thead>
<tr>
<th>Job Title: HR Business Partner</th>
<th>Grade: GF</th>
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<tbody>
<tr>
<td>Job Location: Washington, DC</td>
<td>Appointment Type: Term 2 years</td>
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<tr>
<td>Recruitment Type: International</td>
<td>HRDCS (HR Client Services)</td>
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</tbody>
</table>

WBG Human Resources Department (HRD) is focused on delivering high value HR services to drive organizational performance and help make the WBG the employer of choice in the area of development. The WBG HRD has four core roles designed to provide leading-edge services to a globally dispersed workforce, while reinforcing line managers' responsibility for people management:

- Global HR Client Teams (HRDCS), to lead the design of workforce strategies and plans, drive the diversity and inclusion agenda, and support the implementation of HR processes and policies within their client organizations.
- Global HR Centers of Expertise (CoEs), to design and support the implementation of improved HR processes, practices, programs and tools, inculcating the Bank Group’s diversity and inclusion agenda within their scope of expertise for use across their client organizations. CoEs work with Global Business Partners and client organizations to deliver products which meet the business needs of their client organizations.
- Global HR Shared Services, to produce measurable results by providing technology and service solutions that create capacity, build strategic capability, enhance staff experience, drive operational excellence and enable value creation for the World Bank Group. HR Shared Services is responsible for strategic development and management of HR Operations, HR technology and Global Mobility services for the World Bank Group.
- HR connects these three roles through strategy, governance and resource management, ensuring alignment.

Duties and Responsibilities:

The HR Business Partner possesses broad-based knowledge and extensive experience in all major facets of HR management, current and emerging trends and practices; and knowledge and experience in one or more functional areas of specialization.

- Advise and assist managers on strategic staffing taking into account existing and anticipated work requirements and institutional goals/objectives, e.g. analyze and advise on appropriate staffing levels, skill mix, work force diversity that corresponds to work program requirements and advances corporate goals;
- Understand the business model of the client and ability to assist the client managers in identifying the emerging HR implications for their work force; Proactively use HR analytics to understand the trends in the client area;
- Advise staff and managers on HR policies and practices;
- Provide quality advice to develop innovative HR approaches and solutions to complex problems; Contribute to policy development by actively working with HR Centers of Expertise (COEs) Policy Unit on the need to adjust policy and ensure effective program implementation.
- Support the implementation of the career management framework and contribute to its expansion and success.
- Support the yearly Talent Management process; Advise managers and staff on effective career development and performance management, and take the lead in identifying, assessing and resolving issues, problems, and conflicts, drawing on other Bank resources as appropriate;
- Provide support on managing complex cases (e.g. performance, health and exit);
- Contribute to design and implementation of customized learning interventions;
Advise and support in the design and implementation of organizational effectiveness interventions, facilitation, development and management of high performing teams;
Mobilize resources from the HR Team and other units within HRS and outside, as required, to support effective HR management in the client area;
Participate as a team member on HR projects, task forces, etc. in the client area and/or at corporate level;
Contribute to the implementation of the People Strategy.
The role implies frequent interaction with the following:
• Client managers, including Directors or equivalent level, and staff at all levels;
• Colleagues in HR, Legal, Staff Association, Office of Mediation, Office of Ethics and Business Conduct, General Services, Procurement and Integrity

Selection Criteria & Competencies:

The successful candidate should possess a Master’s degree in HR or related field and have a minimum of 5 years’ significant experience in HR. Prior experience in recruitment, training, performance management, management coaching and HR consulting is desirable. Candidates with prior experience working in international organizations or multi-national corporations are encouraged to apply.

• Sound knowledge of general HR policies, processes and systems;
• Demonstrated strong analytical skills;
• Proven ability to identify and implement business related HR interventions, and ability to maximize the value added resources available within HRS in order to provide high quality client services;
• Professional integrity, willingness and flexibility to “roll-up your sleeves” to engage in all aspects of HR work from identification and design to implementation;
• Excellent team skills, ability to collaborate and share knowledge with colleagues and clients at all levels;
• Demonstrated excellent communication and conflict resolution skills, and
• Ability to create trusting working relationships/partnerships within and across units.

COMPETENCIES:

• Client Orientation - Takes personal responsibility and accountability for timely response to client queries, requests or needs, working to remove obstacles that may impede execution or overall success.
• Drive for Results - Takes personal ownership and accountability to meet deadlines and achieve agreed-upon results, and has the personal organization to do so.
• Teamwork (Collaboration) and Inclusion - Collaborates with other team members and contributes productively to the team's work and output, demonstrating respect for different points of view.
• Knowledge, Learning and Communication - Actively seeks knowledge needed to complete assignments and shares knowledge with others, communicating and presenting information in a clear and organized manner.
• Business Judgment and Analytical Decision Making - Analyzes facts and data to support sound, logical decisions regarding own and others' work.