



United Nations

The Recruitment Process for field missions: a snapshot

Field Personnel Division
Department of Field Support
United Nations



Application process

- **Searching for job openings**
- **Understand the position and location**
- **Creating a profile and preparing an application**
- **Submitting a job application**
- **Evaluation of the application**
- **Assessment exercise**
- **Competency-based interview**
- **Selection or rostering notification**
- **Background checks**



Before you start

- **Understand the position and location**
- **Improves your ability to position yourself to meet the needs of the hiring office**
- **Saves time and reduces frustration that results from applying for jobs not suited to your strengths, aspirations and personal circumstances**



Personal History Profile (PHP)

- **Personal Information**
- **Education and publications**
- **Employment history**
- **Languages: read, write, speak, understand**
- **References**
- **Cover letter**
- **Pre-screening questions**



Education

- **Click on magnifying glass icon to look up on UNESCO list**
- **Select advanced search**
- **Type keyword, e.g. “Texas”**
- **Search resulting list for the university name**
- **If university name is not on list, select “other” option and type name of university**



Personal History Profile (PHP)

(Employment history)

Description of Duties

- **Duties:**
 - What you did in your job
- Describe your responsibilities with careful attention to the vacancy for which you are applying
- Use
 - Current job: present tense
 - Past job(s): past tense

Summary of Achievements

- **Achievements:**
 - How well you did in your job
- Provide specific examples where you made an impact/contribution in the positions for your Education and Publications



Cover Letter

- **Describe how your experience, qualifications and competencies match the specific position**
- **You can distinguish yourself from other candidates by highlighting what makes you a good match for the position**
- **Structure**
 - **Open with a statement of interest**
 - **Summarize your qualifications, experience and competencies relating to the specific positions**
 - **Close with a brief recapitulation**



Additional Tips

- **The UN will first get to know you through your application/PHP**
- **Be truthful, accurate and specific**
- **Make your words count**
- **Write/edit in word processor**
- **Proofread**
- **Print application/PHP on screen or paper to check**
- **Save your applications**



How are candidates assessed?

For Generic Job Openings...

1. Screen for eligibility against the minimum criteria
2. Eligible applicants invited to written online assessment – usually a combination of multiple choice and essay questions
3. Applicants who pass the written assessment will be invited to a competency based interview composed of current staff members who are serving at that level or above
4. May be assessed in multiple official and/or working UN languages as per the Job Description





Competency-based interviews

How would you
contribute
to the work of the United
Nations and to the specific
job you are applying for?



Maria
MONTALVO

Security Coordination Officer,
Safety and Security Network

Duty Station:
New York, United States

"Past, demonstrated behaviour is the best indicator of future performance"



Values and Competencies

- **Values:**

- Shared principles and beliefs that underpin the Organization's work and guide actions and behaviors of staff

- **Competencies:**

- Skills, attributes and behaviors directly related to successful job performance



Values and Competencies

Core Values	Core Competencies	Managerial Competencies
<ul style="list-style-type: none">• Integrity• Professionalism• Respect for Diversity	<ul style="list-style-type: none">• Communication• Teamwork• Planning and Organizing• Accountability• Creativity• Client Orientation• Commitment to Continuous Learning• Technological Awareness	<ul style="list-style-type: none">• Vision• Leadership• Empowering Others• Managing Performance• Building Trust• Judgement and Decision- making



“CARL” Principle

- **Context:**
 - You will be expected to give an overview of the situation: what the situation was about, when it was, how you first got involved, what were the key events and the time frame
- **Actions:**
 - You will be expected to cover significant events, specific instances, that were clearly attributable to you rather than the team.
- **Results:**
 - What was the outcome, impact or results of your actions: You may be asked questions such as: How did it turn out? What was the final result?
- **Learning:**
 - What learning did you take away from this experience?



Preparing and Practicing

- Be flexible and non-demanding with timing
- Prepare for the interview:
 - learn as much as you can about the organization (mandate, publications, organigrame, strategic directions, news, etc.)
 - understand the position and look at the competencies in the job opening
 - review your application/PHP and select real examples matching your accomplishments to the competencies (i.e. how did you work in a team, solve conflict, mobilize resources, etc.)
- Practice, practice, practice beforehand (refer to your application and the requirements of the job opening)
- If a:
 - face-to face, know what you are going to wear and err on the side of conservatism
 - telephone (or Skype/VTC) make sure you are in a private location and equipment is working



During the interview: Do

- Make a good first and last impression
- Dress appropriately
- Maintain eye contact with the person who asked the question, if culturally appropriate
- Even on the telephone, smile
- Listen carefully to the complete question
- Keep to the point. Be as specific as possible
- Provide concrete examples that show you were able to handle a situation and/or learned from it
- Ask for clarification if a question is not clear



During the interview: **Don't**

- Answer in the hypothetical.
- Talk about “we”, rather talk in the “I”
- Talk about theories and values.... (“waffling on”)
- Make blanket generalizations or statements about the future
- Interrupt the panel
- Ask questions about benefits and entitlements



Now, let's practice!





Teamwork



- **Describe to us a successful teamwork work experience**
 - What was the situation?
 - Which was your role?
 - What made the team successful?
 - How did you handle the disagreements within the team?
 - What were the results?
 - What did you learn from the experience? If you had to do it again what would you do differently?



Planning and Organizing

- **Tell us about a time where you had a number of demands being made on you at the same time? How did you handle it?**
 - What was the situation?
 - Which was your role?
 - How did you plan and organize the different actions to carry out?
 - What were the results?
 - What did you learn from the experience? If you had to do it again what would you do differently?



Creativity



- **Describe to us a situation when you had to be creative**
 - What was the nature of the situation?
 - Which was your role?
 - What were the different actions to carry out?
 - What were the results?
 - What did you learn from the experience? If you had to do it again what would you do differently?



Integrity



- **Describe to us a situation where you felt pressured to act in a way that would compromise your values or those of the organization**
 - What was the nature of the situation?
 - What were the implications of your actions?
 - How did you respond to the pressure?
 - What was the results?
 - What did you learn from the experience? If you had to do it again what would you do differently?



A word cloud of thank-you expressions in various languages. The most prominent words are "THANK YOU" and "GRACIAS". Other visible words include "ARIGATO", "SHUKURIA", "JUSPAXAR", "DANKSCHEEN", "TASHAKUR ATU", "WACHANYELAY", "SUKSAMA", "BIYAN", "SHUKRIA", "TRACCI", "GRAZIE", "MEHRBANI", "BOLZIN", and "MERCII".