At a glance...

How to Create a Job Opening

Overview

Vacant positions which will result in an appointment of a minimum of one year in the:

- General Services category at the G-5 and above levels;
- Trade and Crafts category at the TC-4 and above levels;
- Security Service category at the S-3 and above levels;
- Professional and higher categories, and
- Field Service category, irrespective of the source of funding or type of functions are filled through the issuance of a job opening.

The job opening should reflect the relevant job family for the position to be advertised based on education and responsibilities along with the use of the applicant search functions in the Careers Portal for Job Network->Job Family->GJP->Job Code relationships. There are 8 Job Networks and 36 Job Families related to these Networks. Please work with your Recruiter to ensure your job code will reflect in the appropriate job network if you are unsure.

Your responsibility

Your responsibility as the Hiring Manager in the creation of a job opening is to:

- Ensure that the job opening reflects the requirements of the position as well as relevant desirable qualifications
- Ensure that the draft job opening is based on an existing Generic Job Profile, Approved Job Opening or Approved Job Description
- Ensure that at least 10 to 15 pre-screening questions are added to the job opening.

Refer to Chapter 2: Role and Responsibilities of the Hiring Manager in the Manual for the Hiring Manager.

Things to consider

1. The evaluation criteria against which applicants are assessed stem from the base document and reflect the minimum organizational standards according to the classified level and job title.
2. The evaluation criteria must be in line with the requirements stated in the job opening.
3. The requirements listed as part of the evaluation criteria are identical to those in the published job opening.
4. Criteria that are not mentioned in the job opening must not be included in the evaluation criteria.
Base Documents

Once a vacancy has been identified, it is necessary to select a base document from which you will draft the new job opening. The base document can be:

**Individually Classified Job Description**

This option is only used when there is no relevant generic job profile available that is similar to the job opening. When you create a job opening using an individually classified job description, the evaluation criteria must be approved by the Central Review body prior to posting the job opening.

**Generic Job Profile**

There are numerous GJPs that reflect the functions and level of the position. These GJPs can be obtained from iSeek and a deviated version is available through inspira. 

*Hiring Managers are strongly encouraged to use GJPs as the base document since referral to the Central Review body for approval of the evaluation criteria is not required as long as any modification does not exceed 30% of the original GJP and would hence be the least time-consuming option.*

**Previously Approved Job Opening**

You can use a previously approved job opening that is similar to the new job opening and make the necessary changes. However, you can only use a job opening that is not older than one (1) year from its date of posting.

Job openings created from a previously approved job opening that is not older than one (1) year from its posting date do not require referral to the Central Review body for approval of the evaluation criteria.
Sample GJPs

<table>
<thead>
<tr>
<th>Source Job Opening</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Job Title:</strong> ACCOUNTANT, P3, PS</td>
</tr>
<tr>
<td><strong>Job Code:</strong> 1855</td>
</tr>
<tr>
<td><strong>Source Topic:</strong> GJP</td>
</tr>
</tbody>
</table>

**Job Posting Description**

**UNITED NATIONS Core Values:** Integrity, Professionalism, Respect for Diversity

- **Org. Unit and Reporting**
  - The position is located in the Accounts Division in the United Nations Office of Programme Planning, Budget and Accounts (GPBA). The incumbent will report to a Sector Chief.
- **Responsibilities**
  - Within delegated authority, the accountant will be responsible for the following tasks:
    1. Manage a complete financial operation, encompassing a wide variety of transactions, a large volume of transactions, and extensive dispersed sales.
    2. Supervise a group of staff.
    3. Ensure delivery of financial services meet the client expectations.
    4. Approve all requests for travel and the travel claiming forms.
    5. Ensure that accurate and complete accounting records and internal control systems are maintained.

**Posting Information**

- **Posting Type:** Internal and External
- **Description Type:** General Notice
- **Description:** The position is vacant due to the assignment of the incumbent to a mission. The selection and appointment of the selected candidate will be subject to approval of the incumbent to maintain in the post in the capacity of the selected candidate.

Selecting a GJP will pre-populate the Posting Information and Evaluation Criteria sections of the job opening which then can be modified to no more than 30% of the original GJP.
Job Openings

A job opening must convey the importance and allure of the position as well as the competencies and experience expected of a successful applicant. It should be free of jargon and technical terms that obscure the most attractive aspects of the job. If well written, a job opening should facilitate screening and assessment. It should not be a direct copy of the generic job profile or individually classified job description.

The key to a good job opening is to provide more than just what the individual will be doing on a daily basis. The inputs in this segment of the job opening will give life to the announcement by providing the general scope of the position. It is important to review the most important tasks and what is needed to successfully accomplish them, and then explain what contributions the incumbent will make to the office. In some instances, it is worth mentioning whether the incumbent will be part of a team, managing a team, or working independently. When the applicant is finished reading this segment of the job opening, he/she will have a general idea of the type of work he/she will be doing.

Responsibilities

1. The job responsibilities are a description of the main tasks and duties of the position and should be attractive and clear to understand for potential applicants. This description should not be copied wholesale from the GJP or JD, but be selected according to relevance, so that the job opening accurately and objectively captures the main elements. This description should be free of jargon, technical terms and should avoid acronyms. Where the Hiring Manager makes modifications to a GJP to better capture the relevance and specifics of the tasks performed, these modifications should not exceed 30% of the GJP. They must objectively and accurately portray the actual responsibilities and be in line with the classified level of the position.
2. The main substantive functions of the position should be reflected ideally as follows:
   a. From major to minor or less frequent;
   b. Reflect what the incumbent actually “does”, i.e. writes, prepares, translates, etc.;
   c. Indicate, where applicable, what bodies (e.g. the General Assembly or the Commission on Sustainable Development) the incumbent writes reports for; and
   d. Whom he/she interacts, works with, supervises or assists.
3. In order to ensure consistency, the following text is suggested:
   “Under the [overall/direct] supervision of the [Director/Chief of ABC Section/Unit of the XYZ Division/Branch], the incumbent is responsible for: 1, 2, 3...”
4. Provide seven (7) main tasks and duties. Number each task and the 8th task should contain the following phrase:
   “Performs other related duties as required.”

Work Experience

1. The required work experience is defined in such a way as to attract a suitable pool of qualified applicants. Job openings that are too generally defined might attract a large pool of applicants who are generally qualified but do not necessarily meet the specific requirements of the position. Alternatively, if the required experience is too specific, this may eliminate perfectly suitable candidates who lack a narrowly defined requirement. Too narrow a description could also lead to concerns that the job opening has been tailored to suit a particular candidate.
2. Clearly defined experience criteria whether required or desirable allow potential applicants to better understand the type of background sought and help him/her decide whether or not to submit an application. They allow applicants to customize their applications to the language of specific requirements and describe in their cover letter how they best meet the experience requirements. At the same time, clearly defined experiences facilitate pre-screening and evaluation of qualified applicants.
Create New Job Opening

*inspira: Log into inspira and from the menu select Recruiting > Create New Job Opening*

**Enter Primary Job Opening**

**Step 1 - Job Opening Type**
Defaults to Standard Requisition, depending on the type of position, the following options are available:
- Standard Requisition - if the job opening has a specific deadline date by which all applications must be received for consideration. Used for position-specific job openings.
- Continuous Job Opening - if the job opening does not have a deadline date. Used for creating or enhancing a roster pool.
- Recruit from Roster - if the job opening is only open to candidates on a roster. Used only by entities authorised for roster based recruitment.
- D2 Level JO - if the job opening is at the D2 Level.

**Step 2 - Business Unit**
Defaults to the Hiring Manager’s department. This should reflect the requesting department, if it is different then the Hiring Manager’s department then it must be changed.

**Step 3 - Position Number**
Leave blank.

**Step 4 - Job Code**
Click on the lookup and select the applicable job xand level for the position, e.g. 1015 Accountant P-5).

**Step 5 - Posting Title**
This field will pre-populate with the title when the job code is selected, this title can be modified.

**Step 6 - Create Job Opening Options**
Choose one of the following options:
- New Job Opening - By default, New Job Opening is selected. This option is used when creating a job opening from scratch.
- Based on GJP - Selected when creating a job opening based on a GJP.
- Based on approved Job Opening - Selected when creating a job opening based on an approved job opening that are within a timeframe of one (1) year from posting their date.

**Step 7 - Continue**
Click on Continue
Opening Information

Some of the fields are pre-populated with information from the previous page. The following fields must be completed:

Step 1 - Openings to Fill
Defaults to Limited DO NOT change.

Step 2 - Target and Available Openings
Defaults to 1, if different enter the number of openings to be filled. Available openings must match the entry for Target Openings.

Step 3 - Business Unit
Defaults to 1, this entry must match the entry for Target Openings.

Step 4 - Department
Click on the lookup icon and select the department where the position is located.

Step 5 - Duty Station
Click on the lookup icon and select the duty station of the position. Click on the Add Additional Duty Stations link to add multiple duty stations.

Step 6 - Source Type
Pre-populated if you chose GJP or Approved JO, otherwise, select the base document that will be used.

Step 7 - Positions
Leave blank

Step 8 - Employees Being Replaced
If applicable, click on the lookup icon and select the employee being replaced. If more than one employee, click on + Add Employees Being Replaced link for each additional employee.

Step 9 - Job Code
Pre-populated with the job code from the previous page. DO NOT change.

Step 10 - Save
Save and proceed to add the evaluation criteria.

Next Step
Click on the Evaluation Criteria link to complete the posting section of the job opening.

Do not click on Submit until after you have completed the Evaluation Criteria and Job Postings section.
Create the evaluation criteria

If you had selected a GJP or previously approved job opening as your base document, some of the following fields would be pre-populated.

Note: Only criteria entered in this section can be used to screen applicants later.

Note: Where qualifications are marked as “required” and these are not met by an applicant, this applicant is screened out, as he/she is considered not qualified.

Step 1 - Years of Work Experience
- Enter the minimum number of years of work experience required for this position and level.
  Select the Required field.

Step 2 - Field of Work
- Field of Work - Click on the lookup icon and select the applicable field of work. If you cannot find the field of work, select 1P.
- Area of Speciality - Click on the lookup icon and select the area of speciality, if you have selected 1P, then leave this field blank.
- You can add additional fields of work by clicking on the + Add Field of Work link.

Step 3 - Education
- Select the minimum education requirement for the position, for example, ‘Recognised 1st level degree’
- Select the Required field.

Step 4 - Degree
Select the applicable degree required for this position, for example, ‘Bachelors of Business Admin.’

Step 5 - Licenses & Certificates
- If applicable, select any license or certificate required for this position, for example, ‘Certified Public Accountant’.

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Step 6 - Languages
At the minimum, you must select either one of the two working languages of the United Nations: English and French.

- For required languages select the Level of Knowledge as 'Fluency' and select the Required field.
- For desirable languages select the Level of Knowledge as 'Knowledge of' and DO NOT select the Required field.
- For a more complex combination of languages, use the complex language combination link. Details on how to apply this can be found in the Manual for the Hiring Manager.

Step 7 - Tests
- Choose your assessment method (s). This normally includes a competency based interview in addition to a substantive assessment. If you are unsure of what substantive assessment method you will use then utilise the option: Other Assessment Method.
- Select the Required field.

Step 8 - Competencies
- For positions at the Professional and higher levels, select the three most relevant competencies, one of which is Professionalism, plus two managerial competencies for managerial positions (P-5 and above).
- For positions in the General Service and related categories, select the three most relevant competencies, one of which is Professionalism.

Step 9 - Screening Questions
A minimum of ten (10) screening questions must be selected from the screening library. If you do not see a relevant question, you can create your own question(s) and submit it to the relevant EO or Recruiter for approval and inclusion into the library. You must include a GJP and Level related eliminating question.

Step 10 - Save
You can continue making changes to the Job Opening but it will not be submitted to the Recruiter until you click on Submit. You may only submit once all information including the job postings have been completed and the job opening is ready for publication.

Next Step
Click on the Job Posting link to complete the posting section of the job opening.
Create the job posting

Once the evaluation criteria has been completed, the next step is to complete the contents for the job posting. This is the information the Applicant will see when they view the job opening on the Careers Portal.

The Hiring Manager is responsible for the accuracy of the job posting, to ensure that an accurate and thorough description is provided for each heading, you can first create the text for the job posting in MS Word.

Once you start creating the job posting, ALL mandatory sections must be completed before inspira allows you to save your entries. You can save your entries and edit them at a later date.

Every job posting must contain the following information:

1. Posting Title
2. Organizational Settings and Reporting line
3. Responsibilities
4. Competencies
5. Education
6. Work experience
7. Languages
8. Assessment methods
9. Special Notices, as applicable.

For samples of text, refer to Chapter 5, in the Manual for the Hiring Manager.

inspira:
1) Log into inspira and from the menu select Recruiting > Find Job Openings
2) In the Job Opening Number field, enter the job opening number and click on Search.
Step 1 - Job Posting
- If you had used a GJP or approved job opening as your base document, some of these fields will be pre-populated. Click on the Postings link, review and modify accordingly.
- If you chose to create the job opening from scratch, click on the + Add Job Posting link.

Step 2 - Posting Title
You may change the title to better capture the position’s actual function (format: initial capitalization, e.g. Human Resource Officer).

Step 3 - Visible
Select Internal and External. All job openings are posted internally and externally.

Step 4 - Description Type
Select the heading for the description, you must select a heading for each of the required job opening information.

Step 5 - Description ID
This field will be ‘blank’ or in cases where standard text is available, you can select the applicable option.

Step 6 - Description
This field will be ‘blank’ or in cases where standard text was selected in the Description ID field, the text will appear here. Enter or edit the text to reflect the position.

Step 7 - +Add Posting Descriptions
Click on this link to add the description for the next heading. A description for each required information must be entered.

Step 8 - Preview and OK
Once all the mandatory information has been added, click on Preview to view the job opening as it will be posted and then on OK to save the information.

Step 9 - Save
You can continue making changes to the Job Opening but it will not be submitted to the Recruiter until you click on Submit.

Step 10 - Submit
No further changes will be allowed. The job request will be routed to the STM identified in the business unit (EO) for review and approval. The STM will route the job opening to the Senior Recruiter who will add the recruiting team. Once approved by the Senior Recruiter, the job opening request will be forwarded to recruiters for review and posting.
Communicating submission details

Once you have forwarded the job opening to the STM, send an e-mail to the Executive Office informing them that a job opening is ready for review and posting, include any relevant information.

In this series...

Below is a list of guides that are part of the Hiring Manager series:
- HM No. 1 - How to Create a Job Opening - At a Glance
- HM No. 2 - Formula for Creating a Job Posting - At a Glance
- HM No. 3 - Building Meaningful Assessment Exercises - At a Glance
- HM No. 4 - Evaluating Applicants - At a Glance

References

The following documents provide additional information:
- ST/Al/2010/3 of 21 April 2010 on the staff selection system
- Instructional Manual for the Hiring Manager on the Staff Selection System

Need Help?

For policy enquiries and technical help, simply click on “Contact Us” in the UN Careers portal (http://careers.un.org) and complete the online request form. Your request will automatically be assigned a case number for easy reference and tracking.

You can also click on “Contact Us” anywhere in Inspira (https://inspira.un.org) to complete the online request form. Your request will automatically be assigned a case number for easy reference and tracking.

To better assist you, make sure your request always includes:
- Your index number
- Your UN email address
- In the event that you are reporting a technical problem, the steps leading to this problem and one or more screenshots of the error/warning message and of the page on which it appeared.

For staff members who wish to find information (FAQs, information sheets, etc.) on staffing and research a particular topic, please visit the it’s for real! website on the human resources Talent Management framework (https://itsforreal.un.org/). This feature is only available through the intranet.