

## PERSONAL INFORMATION

## Soraya Johaar

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## JOB APPLIED FOR

## Senior HR Adviser

## WORK EXPERIENCE

02/05/2013–Present

## Career Development Consultant to Masters students

UNIVERSITA' CATTOLICA del Sacro Cuore, Postgraduate School of Economics and International Relations, Milan (Italy), Milan (Italy)

- Provided career counselling sessions (3 days annually) on:
- Analysed Cover Letter Essentials, Effective Job Search, Evaluation and Analysis of a Vacancy against Skills and Experience and the Value of Networking,
- Competency-based Interviewing Skills, Preparation and Follow-up and completing an online application - for example, INSPIRA, EPSO, UNV, JPO Programmes. Held mock interview sessions to practice the CARs methodology in preparing for the interview process.
- Provided students with follow up feedback on CVs and Cover letters following the session - that is review of all application documents as it relates to their internship and job applications.

04/11/2016–05/11/2016

## Career Development Consultant

Trento University, Trento (Italy)

- Provided career counselling sessions on:
- Cover Letter Essentials, Effective Job Search, Evaluation and Analysis of a Vacancy against Skills and Experience and the Value of Networking,
- Competency-based Interviewing Skills, Preparation and Follow-up and completing an online application - for example, INSPIRA, EPSO, UNV, JPO Programmes. Held mock interview sessions to practice the CARs methodology in preparation of their respective interviews.
- Provided students with follow up feedback on CVs and Cover letters following the session - that is review of all application documents as it relates to their internship and job applications.

17/05/2013–17/05/2013

## Career Development Consultant

Trento University, Trento (Italy)

- Provided a 1-day career counselling sessions on:
- Analysed Cover Letter Essentials, Effective Job Search, Evaluation and Analysis of a Vacancy against Skills and Experience and the Value of Networking,
- Competency-based Interviewing Skills, Preparation and Follow-up and completing an online application - for example, INSPIRA, EPSO, UNV, JPO Programmes. Held mock interview sessions to practice the CARs methodology in preparing for the interview process.
- Provided students with follow up feedback on CVs and Cover letters following the session - that is review of all application documents as it relates to their internship and job applications.

02/05/2013–Present

## Career Development Consultant

Master of Arts in Human Rights and Conflict Management Scuola Superiore Sant'Anna Masters and Training Programmes Division, Pisa (Italy)

- Provide career counselling sessions (twice a year for a total of 6 days) on:
- Cover Letter Essentials, Effective Job Search, Evaluation and Analysis of a Vacancy against Skills

and Experience and the Value of Networking,

- Competency-based Interviewing Skills, Preparation and Follow-up and completing an online application - for example, INSPIRA, EPSO, UNV, JPO Programmes. Held mock interview sessions to practice the CARs methodology in preparation of their respective interviews.
- Provided students with follow up feedback on CVs and Cover letters following the session - that is review of all application documents as it relates to their internship and job applications.

#### 12/09/2012–12/12/2012 Assistant Career Development Specialist

UNESCO, Paris (France)

- Liaised with external consultants on the development of new online tool to consolidate all Human Resources products on one platform, including performance management and training programmes.
- Provided insights and guidance to the consultants.
- Was selected specifically for this project.
- Supported the end of performance management cycle, including panel reviews of contested evaluations.

#### 06/07/2009–16/08/2011 Assistant Career Development Specialist

UNESCO, Paris (France)

**TRAINING | CAREER DEVELOPMENT:** Facilitated development, delivery, evaluation, adaptation, monitoring and coordination of training workshops (HQ + Field): career development; performance management; competencies/soft skills. Represented the Section and Organisation at multi-national internal and external panels, seminars and information sessions. Coordinated all phases of the competitive bidding processes, including drafting of terms of reference [TORs] and evaluation of proposals). Reviewed/updated 13 Soft Skills modules (research, content development, drafting, editing, and coordinating with technical team). Managed the development and roll-out of career development training modules, tools, resources. Provided advice and support to staff on training, career development. Reviewed and edited Career Support training materials. Edited and reviewed six CD-ROM versions of the Soft Skills Modules.

**PERFORMANCE MANAGEMENT:** Drafted “UNESCO Guide to Performance Management” (English); coordinated its translation into French (in-house/no-cost). Organized and attend the Performance Management Review Panel. Edited two new performance appraisal tools for Senior Management Team (SMT) and Director/Heads of Field Office. Organized Senior Management Team Performance Review Panels.

**PROGRAMME MANAGEMENT:** Reviewed and edited the Mentoring Programme materials. Researched and finalized the best practices by other UN organizations/Agencies. Drafted a survey for dissemination to UN Learning Managers on the identification of and sharing of training materials; drafted communication on key issues as needed. Managed the Special Internship and Associate Experts Programmes (AEX); liaised with Donor countries, Interns/AEX and UNESCO Heads of Sectors.

**ACHIEVEMENTS:** Successful pilot and roll-out of career support trainings. Coordinated the delivery/development of new modules: “Networking” and “Written Applications.” Completed 1st field delivery of Performance Management and Soft Skills modules to Nairobi, Montevideo, New Delhi and Jakarta Field Offices.

#### 01/12/2006–31/03/2009 Training Consultant

Department of Field Services | DPKO, UN Department of Peacekeeping (DPKO), New York (United States)

**DEVELOPMENT AND EVALUATION:** Performed key tasks in the design, development, delivery, and evaluation of the DPKO “Senior Mission Administration and Resource Training Programme” DPKO SMART. Developed an interactive role-playing exercise, simulating ethical and regulatory challenges for senior mission managers. Managed external contractor activities on the design and development of computer-based training. Edited and verified training modules on ethics, HR, financial management, procurement, and administrative controls.

**PROGRAMME MANAGEMENT:** Provided guidance to subject matter experts from peacekeeping missions and UNHQ on the design of goals, learning objectives, content, and assessments for each module. Gave and co-ordinated the presentation(s) to USG, DPKO and Senior Management Team on

DPKO SMART. Organized, and co-facilitated development workshops, at UN Logistics Base (UNLB) Brindisi, Italy.

**HUMAN RESOURCES:** Drafted vacancy announcements (VA) and consultant TORs, coordinated interview processes. Interviewed, selected supervised and evaluated four Interns for DPKO.

**BUDGET AND FINANCE:** Liaised with the Integrated Training Section and Executive Office to monitor contributions of funds to the programme and drafted reports to the Donors. Prepared budget proposals for the ACABQ and 5th Committee. Prepared results-based performance frameworks, finance and final project reports.

03/01/2005–31/08/2005

### Head, Performance Management/Training Unit

UN Mission in Kosovo, Pristina (Kosovo)

**CAREER DEVELOPMENT AND TRAINING:** Created the first Career Support Service in UN peacekeeping; developed and managed mission-wide training programmes and advised Chief, Personnel and Senior Management Team on career matters. Co-delivered and developed 'Enhancing Writing Skills' Programme; co-designed, co-delivered and supervised 'P.11/PHP Training'. Co-facilitated and supervised delivery of 'Supervisory Skills Training'. Provided individual and small-group career coaching. Delivered support services to separating staff members affected by downsizing. Supervised the Orientation Programme. Represented UNMIK in annual UN Learning Managers meeting at UNLB-Brindisi.

**PERFORMANCE MANAGEMENT:** Monitored compliance and implementation of Performance Appraisal System (PAS) mission-wide. Briefed PAS monitoring bodies (JMC & MRC) on compliance. Advised staff members and supervisors of rebuttal procedures. Created and conducted trainings and briefings on competencies and performance management for Incoming Staff Members and rotating supervisors in International Civil Police Force.. Developed public information materials (web content, marketing campaigns, mission broadcasts) and liaised with HQ on training, policies and procedures.

**BUDGET AND FINANCE:** Managed unit budget and all other administrative matters. Prepared Annual Budget and Work Plan. Prepared annual Performance Report on Training. Advised management on org. structures, succession planning and recruitment policies and procedures. Followed-up all audit recommendations.

**PEOPLE MANAGEMENT:** Managed team of 11 (1 international; 7 local staff members, 3 UNVs and numerous cross trainers). Conducted PAS reports for all supervisees.

**HUMAN RESOURCES:** Developed and implemented staff recruitment/promotions/ reassignment plans and procedures. Provided guidance to clients on preparing job descriptions (JDs), terms of reference for training consultants (TORs) and VAs. Served on recruitment panels for General and Professional staff.

**ACHIEVEMENTS:** Collaborated on the development of Cross-Training Programme – a UN21 Award recipient. Highest delivery of e-PAS support in DPKO and 80% compliance after roll-out. Successful handover to local staff as part of capacity building project. Expanded number of trainers from one to six. Reduced audit responses from nine to one in one year. Low attrition/high completion rates (95%).

01/09/2003–31/12/2004

### Performance Evaluation Coordinator and Trainer

UN Mission in Kosovo, Pristina (Kosovo)

**CAREER DEVELOPMENT:** Delivered support services to separating staff members affected by downsizing. Provided guidance to client groups on preparing job descriptions (JDs), terms of reference (TORs) and vacancy notices (VAs). Assisted in creation of first Career Support Service in peacekeeping.

**TRAINING:** Developed and managed training mission programmes. Coached team members on training delivery and management. Supervised and guided Orientation Programme. Provided Training of Trainers for two UNVs and 1 local staff on 'Enhancing Writing Skills'. Trained local staff to take over its delivery and programme coordination. Participated in annual training officers meeting at UN office in Brindisi. Overhauled application/selection process for training (internal and external).

**PERFORMANCE MANAGEMENT:** Monitored compliance| implementation of 4000 +/- staff members. Conducted training/briefings with a competency, performance management or PAS component. Developed public information materials. Liaised with HQ on training programmes and co-facilitated workshops. Surveyed PAS awareness and encouraged completion through audits and programme evaluations. Briefed PAS Bodies (JMC & MRC) on compliance. Briefed staff members and supervisors of rebuttal procedures. Designed/delivered PAS briefing for new staff and International Civil Police Force supervisors. Managed a team of 4 staff members (1 international, 3

local), with performance report responsibility.

EDUCATION AND TRAINING

19/04/2010–21/04/2010

**Certificate of Completion**

UNESCO organised training with external consultant, Paris (France)

**Project Management-** understanding the cycle of any project and undertook a sample project as a group exercise.

01/01/2001–31/05/2005

**Certificate of Completion**

UN and OSCE organised training programmes, Pristina (Kosovo)

- Supervisory Skills and Co-Facilitator training - 5 days;
- Collaborative Negotiations Skills 2- days ;
- Competency-Based Interviewing & Selection Skills 5 days ;
- Performance Management-Town Hall Workshops: on new UN Performance Appraisal System (e-PAS)- 3 days
- OSCE: Change Management & Delegation (Management Training) 2- days;
- Foundations of Training of Trainers (TOT)
- Internal Oversight (OIOS): Basic Investigative Training Course - 5 days

04/09/1995–12/05/1999

**Bachelor of Arts (B.A.) degree**

New York University, New York (United States)

**Core Subjects:** Political Science and Psychology: International Relations, Middle Eastern Politics, Women & Gender Studies, and Political Psychology

PERSONAL SKILLS

Mother tongue(s) English

Foreign language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
French	B1	B1	A2	A2	A2
Italian	B1	B1	B2	B1	B1
Afrikaans	C2	C1	C1	C1	C1

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user  
 Common European Framework of Reference for Languages

Communication skills

- Strong communication skills acquired through delivery and development of training materials.
- Strong oral and written communications skills demonstrated through drafting and delivery of various training programmes and drafting of HR documents.
- Strong presentation skills honed during career development sessions with M.A. students.

Organisational / managerial skills

Strong leadership skills gained through managing a team of 11 in prior work in the field as well as working with a number of interns during my consultancy in New York.

Good organisational skills gained in organising several training programmes both at UNESCO HQ as well as in several field offices.

Great team player and leader as demonstrated in my various field assignments as well as a career coach to more than 150 M.A students thus far.

Job-related skills As demonstrated in my job description of all my prior HR positions.

Digital skills

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem solving
Independent user	Proficient user	Basic user	Basic user	Basic user

Digital skills - Self-assessment grid

Good command of Microsoft Office Suite and Apple programmes