

MEDICAL BENEFITS AND INSURANCE OFFICER

Post Number : HRM 195

Grade : P-3

Parent Sector : Bureau of Human Resources Management (HRM)

Duty Station: Paris

Job Family: Human Resources

Type of contract : Fixed Term

Duration of contract : 2 years, renewable

Recruitment open to : Internal and external candidates

Application Deadline (Midnight Paris Time) : 31-JAN-2024

UNESCO Core Values: Commitment to the Organization, Integrity, Respect for Diversity, Professionalism

OVERVIEW OF THE FUNCTIONS OF THE POST

Under the direct supervision of the Head of the Staff Pension and Insurances Unit, and the general supervision of the Chief, Staff Services Section, the incumbent participates in the management and administration of the Medical Benefits Fund, the Staff Compensation Plan and the commercial personal insurance policies offered by the Organization. S/he provides authoritative advice and interpretation of staff collective medical and insurance terms, monitors the implementation of procedures, identifies issues and develops policy revisions. S/he supervises, coaches and supports team members evaluating their performance as a team and individually, providing regular feedback and regular opportunities for development.

1. Medical Benefits Fund (MBF)

- Provide expert advice and guidance to staff and management on Medical Benefits Fund.
- Provide advice in sensitive staff cases, liaise and manage correspondence with the medical service, the third party administrator, Legal Affairs, the staff member and recommend appropriate action to senior management.
- Identify issues that potentially affect MBF fund, procedures, and financial commitments.
- Undertake analysis as required and provide data and advice to management on matters which affect staff rights and the potential commitment of MBF funding.
- Provide data and clarifications for actuarial studies and provide information to financial auditors for audit purposes BFM.
- Manage the contract and relations with third party administrator(s) and ensure corresponding implementation in the regulatory framework, work procedures and internal systems.
- Liaise with third party administrator to improve communication with voluntary and compulsory members via a range of channels. Initiate administrative action for processing claims (Article 19 of the MBF Rules) against third parties in recovery of sums for the Organization.
- Participate in the MBF Board meetings and prepare reports of proceedings and support working groups as necessary.

2. Staff Compensation Plan

- Provide expert advice and guidance to staff and management on Staff Compensation Plan.
- Prepare background analysis and documentation on cases to be brought before the Advisory Committee on Compensation Claims in liaison with the Medical Doctor and Legal Affairs where necessary.

- Studies and analyses compensation claims by staff members in order to advise the Head of Unit to take appropriate action according to the specific cases. Undertake analysis of contentious cases for the purpose of settling compensation claims with insurers.
- Initiate administrative action for processing claims (Article 8 of the Compensation Rules) against third parties in recovering of sums for the Organization.
- Supervise the maintenance of the associated accounts and the preparation of reporting on activity.

3. Other Responsibilities

- Provide expert advice and guidance to staff and managers on insurance plans available and conditions.
- Manages specific and/or contentious cases with staff/visitor and with insurance company. Prepare statistics and analysis for accountancy purpose and/or for insurance company attention.
- Implements a continuous improvement approach to the systems, processes and procedures liaising with external stakeholders such as insurers, the Pension Fund, the third party administrator and internal stakeholders inside HRM and in UNESCO to do so.

COMPETENCIES (Core / Managerial)

Communication (C)

Accountability (C)

Innovation (C)

Knowledge sharing and continuous improvement (C)

Planning and organizing (C)

Results focus (C)

Teamwork (C)

Professionalism (C)

For detailed information, please consult the [UNESCO Competency Framework](#).

REQUIRED QUALIFICATIONS

Education

- Advanced university degree (Master's or equivalent) in Finance, Business Administration, Human Resources Management, Public Health or related fields.

Work Experience

- Minimum four (4) years of relevant professional experience in Social Security Benefits, Medical Insurance Contract Management, Staff Compensation, Human Resources management, Financial Services or Legal matters.
- Experience in health insurance scheme management or administration in the UN System or similar international organisations.
- Experience managing internal and external stakeholders.

Skills and Competencies

- Strong verbal and written communication skills.
- Strong knowledge of employee insurance schemes and/or benefit programmes.
- Strong problem-solving, research, and analytical skills.
- Ability to create compelling and informative presentations and reports.
- Integrity and the ability to work with confidential information with discretion.
- Outstanding customer service skills.
- Excellent organizational skills, sound judgment, willingness to take initiative and the ability to work independently and as part of a team.
- Excellent IT skills and knowledge of MS Suite.

Languages

- Excellent knowledge (written and spoken) of English or French, and good knowledge of the other.

DESIRABLE QUALIFICATIONS

Work Experience

- Experience with HRIS systems, benefits administration systems, retirement platforms and payroll systems.

Languages

- Knowledge of other official languages of UNESCO (Arabic, Chinese, Russian and Spanish).

BENEFITS AND ENTITLEMENTS

UNESCO's salaries consist of a basic salary and other benefits which may include if applicable: 30 days annual leave, family allowance, medical insurance, pension plan etc.

The approximate annual starting salary for this post is 85,392 US \$.

For full information on benefits and entitlements, please consult our [Guide to Staff Benefits](#).

SELECTION AND RECRUITMENT PROCESS

Please note that all candidates must complete an on-line application and provide complete and accurate information. To apply, please visit the [UNESCO careers website](#). No modifications can be made to the application submitted.

The evaluation of candidates is based on the criteria in the vacancy notice, and may include tests and/or assessments, as well as a competency-based interview.

UNESCO uses communication technologies such as video or teleconference, e-mail correspondence, etc. for the assessment and evaluation of candidates.

Please note that only selected candidates will be further contacted and candidates in the final selection step will be subject to reference checks based on the information provided.

UNESCO recalls that paramount consideration in the appointment of staff members shall be the necessity of securing the highest standards of efficiency, technical competence and integrity. UNESCO applies a zero-tolerance policy against all forms of harassment. UNESCO is committed to achieving and sustaining equitable and diverse geographical distribution, as well as gender parity among its staff members in all categories and at all grades. Furthermore, UNESCO is committed to achieving workforce diversity in terms of gender, nationality and culture. Candidates from non- and under-represented Member States ([last update here](#)) are particularly welcome and strongly

encouraged to apply. Individuals from minority groups and indigenous groups and persons with disabilities are equally encouraged to apply. All applications will be treated with the highest level of confidentiality. Worldwide mobility is required for staff members appointed to international posts. UNESCO does not charge a fee at any stage of the recruitment process.