



*Empowered lives.
Resilient nations.*

UNDP Office of Human Resources Staff Administrative Services

Delivering HR services across the UN system

United Nations Development Programme

Last updated October 2014

Key HR Services provided by UNDP Office of Human Resources (OHR)



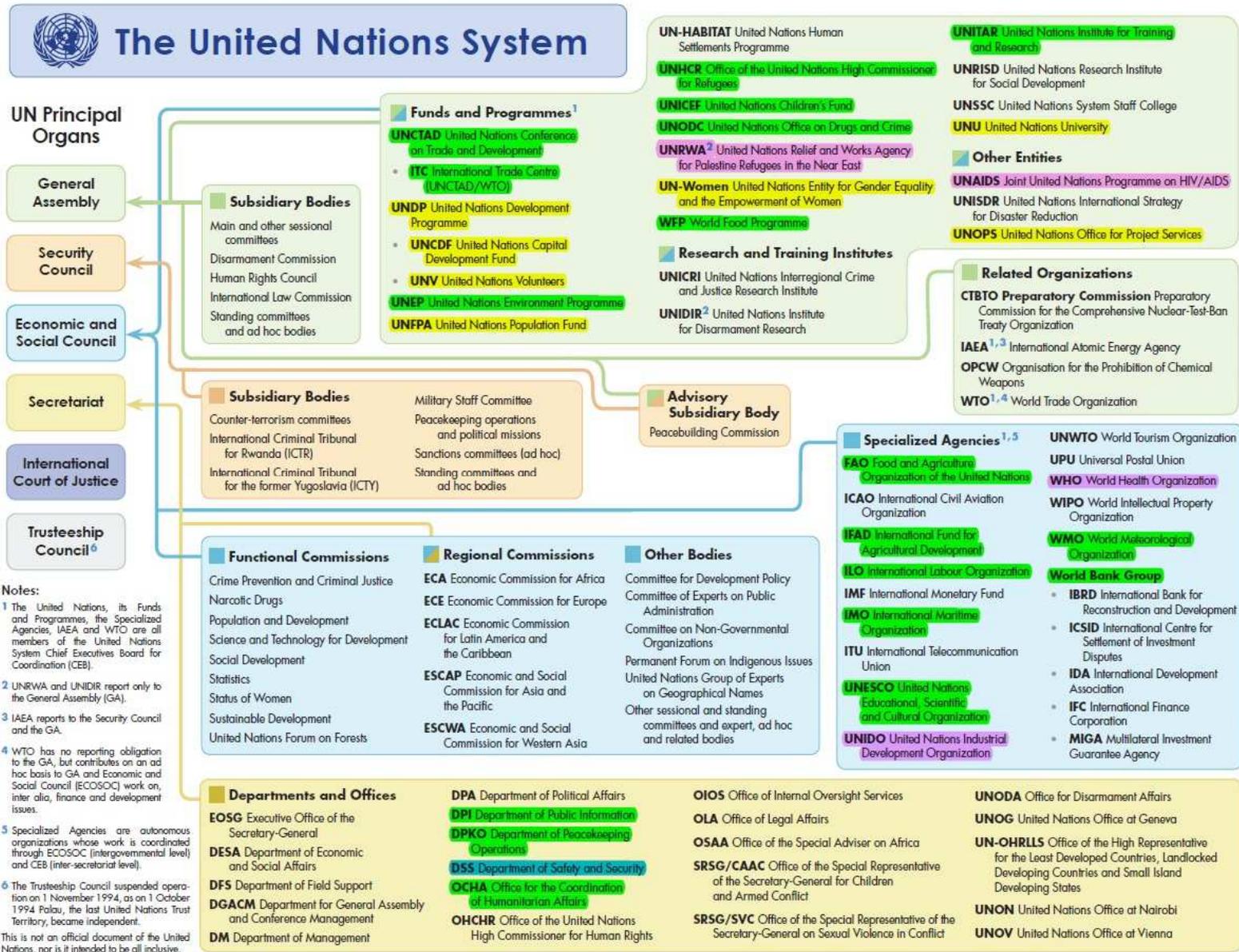
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- HR Business Advisory Services
- Organizational Design and Job classifications
- Recruitment and hosting of vacancy announcements
- Compliance Review for international and local (HQ) recruitments
- RC Candidates Assessment
- Benefits and Entitlements Services (BES)
- Global Payroll Services (GPS)
- Junior Professional Officer (JPO) Programme Administration
- Special Assistant to the UN Resident Coordinator (SARC) Programme Administration
- Access to the Learning Management System (LMS)
- Management consulting: Change management & business process review

UNDP OHR serves personnel in the following agencies:



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Notes:
 1 The United Nations, its Funds and Programmes, the Specialized Agencies, IAEA and WTO are all members of the United Nations System Chief Executives Board for Coordination (CEB).
 2 UNRWA and UNIDIR report only to the General Assembly (GA).
 3 IAEA reports to the Security Council and the GA.
 4 WTO has no reporting obligation to the GA, but contributes on an ad hoc basis to GA and Economic and Social Council (ECOSOC) work on, inter alia, finance and development issues.
 5 Specialized Agencies are autonomous organizations whose work is coordinated through ECOSOC (intergovernmental level) and CEB (inter-secretariat level).
 6 The Trusteeship Council suspended operation on 1 November 1994, as on 1 October 1994 Palau, the last United Nations Trust Territory, became independent.
 This is not an official document of the United Nations, nor is it intended to be all inclusive.

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Benefits of outsourcing HR services to UNDP



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- Access to consistent, high-quality global UN HR services & practices
- Access to state-of-the-art HR systems, technologies and processes
- Reduced operating and administrative costs by outsourcing transactional services
- Improved focus on the core Agency mandate and strategic HR functions by freeing internal resources
- Flexibility to quickly add new service lines (periodic review, accommodated volume increase/decrease) and expand geographically
- Access to deep UN expertise and awareness of UN client needs
- Individual client focus & personal attention
- Business continuity in crisis duty stations
- Limited fiduciary, audit, and litigation risks and liabilities

UNDP HR facts & figures



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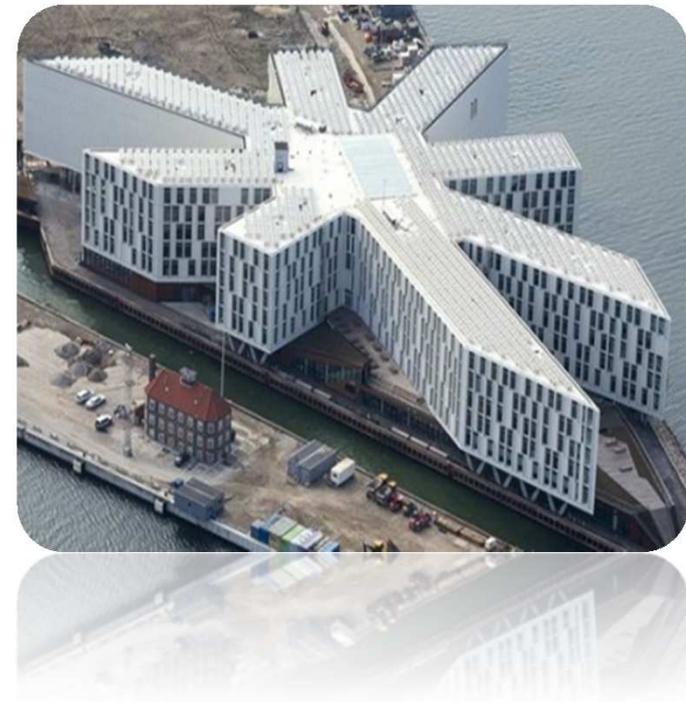
- A **10-year track record of performance** as the HR service provider to the UN system offering customized packages to Staff members, Service Contract holders, and UN Volunteers.
- We provide Global Payroll services to **67** UN agencies, funds, programmes and missions in **160+** countries.
- In 2013, **\$1.2 billion** disbursed through UNDP payroll system in **114** different currencies, \$0.52 billion (43%) was made on behalf of 42 UN agencies.
- Of more than **40,000 UN** system personnel whose payroll we manage, almost **5,600** in 160+ countries also receive Benefits and Entitlements services.
- More than **250** JPOs and **20** Special Assistants to the UN Resident Coordinator (SARC) serving in **11** UN partner organizations are administered by the JPO Service Centre.
- **3,500 UN** system personnel are provided access to more than **4,000** online courses through UNDP's Learning Management System (LMS).

OHR | Staff Administrative Services (SAS)



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- **A global shared services center**
- **Established in 2003**
- **Located in UN City Complex in Copenhagen**
- **Structure:**
 - ✓ Benefits and Entitlements Services (BES)
 - ✓ Global Payroll Services (GPS)
 - ✓ JPO Service Centre (JPOSC)



Processes & systems to serve the UN system by providing consistent and high-quality HR services worldwide

Benefits and Entitlements Services (BES)

The BES Team administers the contracts, benefits and entitlements from hire to separation of over 5,600 employees of UNDP and UN agencies.



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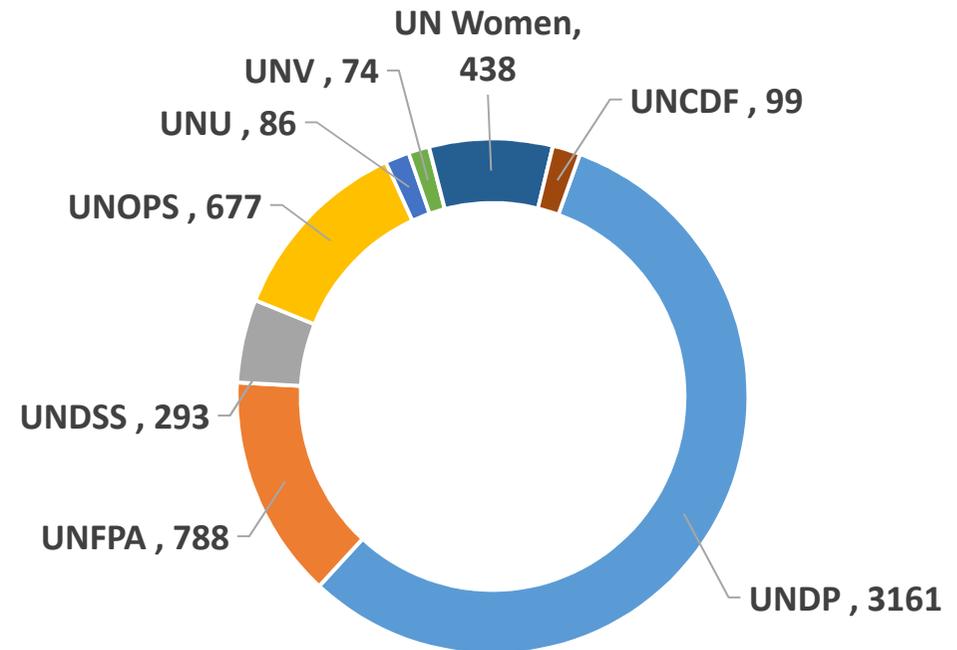
Key services:

- Hires
- Reassignments
- Separations
- Interagency staff movements
- Life and career events

Entitlements:

- Assignment Grant
- Education Grant
- Rental Subsidy
- Entitlement Travel

BES Clients (number of employees), 2014



Benefits and Entitlements Services (BES) | Structure



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BES has regional and specialized teams, as well as teams serving other agencies:

- UNDP:
 - Africa (RBA)
 - Asia Pacific (RBAP)
 - Europe and CIS (RBEC)
 - Latin America and Caribbean (RBLAC)
 - Arab States (RBAS)
 - Central Bureaux (BERA, BPPS, CRU)
 - Headquarters
 - Specialized teams (support team and separations unit)
- UN Office for Project Services (UNOPS)
- UN Population Fund (UNFPA)
- Other agencies: UN Women (UNW), UN University (UNU), UN Capital Development Fund (UNCDF) and UN Volunteers (UNV)

Global Payroll Services (GPS)



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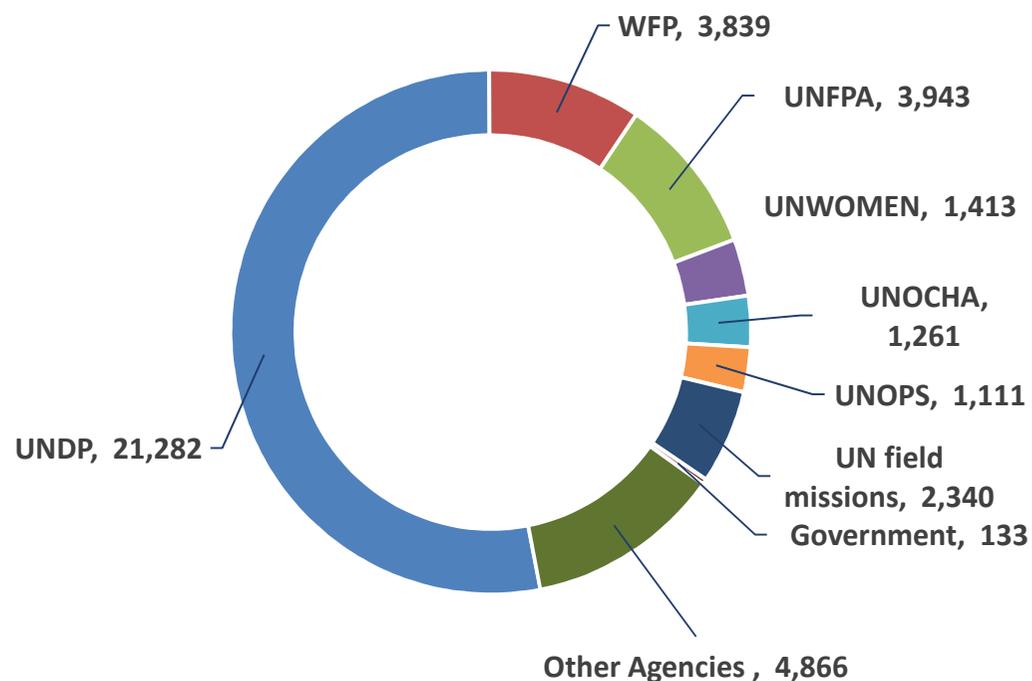
The GPS Team supports payroll of over 40,000 UN system personnel in Country Offices, New York General Service and International Professionals.

100 % payroll paid on time.

Key services:

- Payroll management for all categories of personnel
- Compensation, administration and reporting
- Maintain the payroll configuration in Atlas (ERP)
- Provide knowledge tools and train Country Office staff in Atlas and payroll procedures

GPS Clients (number of employees), 2014:



Global Payroll Services | Structure



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The **Regional Payroll team** supports Country Office payrolls, SC payrolls and the UN Volunteers payroll and is responsible for:

- Payroll calculation, finalization & disbursement;
- Guidance to offices including assistance in troubleshooting;
- Training in Atlas and payroll procedures to Country Offices.

The **International Payroll Management team (IPMU)** supports BES and JPOSC to ensure:

- The International Professional (IP) and New York General Service GS payroll results are correct;
- Works closely with PFU (Payroll Finance Unit) in New York for payroll finalization and disbursement.

The **GPS Technical Team** provides technical support to both Country Office and IP/New York GS payrolls. They are responsible for:

- maintaining the payroll configuration in Atlas;
- providing data for ad-hoc requests including auditors, UNDP and partner agencies.

Junior Professional Offices Service Center (JPOSC)

The JPOSC is a one-stop-shop entity providing services to approximately 250 Junior Professional Officers (JPOs) and Special Assistants to the UN Resident Coordinator (SARCs) funded by 18 partner governments and working for 11 UN Organizations.



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Key services:

- Position identification and design
- Recruitment
- HR administration (benefits and entitlements, training allocation)
- Learning support
- Career management and network support
- Partner country relationships
- Monitoring and reporting, including financial reporting, retention and workforce analysis
- Programme financial management

UNDP-administered JPOs, 2014:

