## **UNDP UKRAINE OPERATIONS TEAM KEY OBJECTIVES –**

## **016 ANNUAL WORK PLAN**

**UNDP Ukraine operates in a fast-changing, dynamic environment. To remain relevant and successful, we need to adapt new business models and streamline certain processes to emerging challenges and changing needs.**

1. **The target is core processes that are necessary for organizational effectiveness, provide value to clients, and establish a competitive advantage.**
2. **Available resources are analyzed, and new resources are invested where and when required.**
3. **Existing SOPs are revised to create a set of harmonized and streamlined business processes in order to enhance smooth operations.**
4. **Innovative and flexible solutions are developed to meet and to exceed client expectations.**

**HR team will aim to achieve the following results in 2016**

1. Own resources are planed based on recruitment planning by clients, taking into account ad-hoc tasks and leaves of staff, and technical knowledge of staff is enhanced which will allow for implementation on the following objectives. - planning by the end of February 2016 and adjusted as required.

2. More streamlined recruitment and inductions processes in line with organizational strategies and work plans. – several ongoing projects and tasks.

3. Application of E-HR approach as a part of E-Operations, E-Archiving using more professional platform, introduction of e-case management, ticketing, electronic paper flow. – June 2016

4. Full support to the implementation of the Change Management recommendations is provided. by March –April 2016, as required.

5. CO learning plan is developed in line with CO learning strategy – February 2016. Conduct at least one interagency learning activity in 2016. by September 2016

**Procurement Team**

1. Enhanced Procurement unit structure in order to provide internal and external clients with high quality services assuring focus on efficiency and timely delivery as well as execution of the best practice of work-life policy – on going.
2. Revised, animated and simplified procurement SOPs and reference materials developed and implemented through regular trainings/workshops in cooperation with programme and projects by the end of year.
3. Vendor/contract management system developed and implemented to minimize delayed receipts/payments and reputational risk of organization by the end of year.
4. Achievement of monetary and non-monetary benefits through enhanced cooperation with procurement staff in other UN Agencies in Ukraine.

To be integrated in the Annual Work Plan

Integrate office, admin and ICT procurement into common procurement plan- quaterly

Knowledge sharing to project staff: conduct training for all new project staff in March 2016 and for all new projects on the ongoing basis. Create simple SOP/sticker-based on lists of documents for straightforward business-processes (hiring IC, creating e-req etc.)

Hire and train new staff in PU

Work schedule review and optimization

See work in the fields.

**Administration**

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| 1 | To set up UN Logistical Hub in Mariupol |
| 2 | To visualize Admin SOPs on MFA procedures, vehicles registration, customs clearance etc. by the end of year. |
| 3 | UNDP Security budget, administrated and utilized efficiently – by the end of year. |
| 4 | To create the system of Car Pooling in cooperation with UNDP projects by the end of year. |
| 5 | To arrange regular trainings for projects and assistants in territories on various Operational issues to continue trainings for drivers on safe and secure driving; and further improvement of English language skills . |
| 6 | To update Travel section under Admin Unit at Sharepoint |
|  | Inventory and update of Admin Section at Sharepoint. |

**ICT Team**

1. Expand and optimize ICT infrastructure in order to ensure reliable services provision by the end of year.
2. Development and implementation of new office productivity tools to support new and existing business processes and workflows, by the end of year.
3. High quality support to end users of ICT services on going.

**FINANCE Team**

1. Revision of SOPs to optimize and smooth processes by mid year.
2. Moving to paperless purchase to payment process by the end of year (Office Greening)
3. Launch of Atlas-to-Client Bank system for pilot projects, first quarter.
4. Payee notification system, in cooperation with ICT.
5. Transfer from client-bank to online banking, mid year.
6. Setup of web-based/Share point for submission of VAT refund request for International personnel and sister agencies by the end of year.

7. Review of SOPs in close cooperation with other operations units by mid year.

8. Regular trainings on payment processes for project personnel on going.

9. Setup of web-based guidelines/ HelpDesk by the end of year.

**Management**

1. Create an environment that is cohesive and motivates staff members to further self-development, efficiency and effectiveness in daily operations.
2. Use reporting lines, span of control, clarity of roles and responsibilities and position levels to promote accountability, transparency and cost efficiency.